Mubashar S Sattar

43 Crown Street, Rochdale,

Greater Manchester, OL16 5LQ

07949897876

m.sattar90@hotmail.co.uk

**Personal Profile**

An enthusiastic and ambitious individual who looking to expand upon is current IT experience and skills within the IT sector. With over six years’ experience, I am seeking the opportunity to work for an employer where I can build upon my current skills and knowledge as well as contributing to the success of the business.

**Technical Skills**

* First & Second Line Support, Spiceworks helpdesk system, Avaya telephone system
* Active Directory, Windows Server 2008/2016, Microsoft Exchange 2010/2016,
* Microsoft Office applications 2007,2010 and 2016, Office 365, VMware VPN,
* SQL Server management studio, Sage support, SQL
* Windows 7, 10 and Mac OS operating systems
* Building and setup of PC/laptop and Apple Macs. iPad/Mobile devices setup, support and configuration

**Personal Skills**

* Have an eye for detail
* Creative approach to solving problems
* Good communication, motivated and self-confident
* Flexible and adaptable can adapt to different situations.
* Always willing to learn new skills and knowledge.

**Education**

September 2009 – July 2013 Manchester Metropolitan University Course:

BSc (Hons) Forensic Computing

September 2006 – July 2009 Hopwood Hall College, Middleton, Manchester

2007/09 - BTEC National Diploma ICT 2006/07 - BTEC First Diploma ICT

September 2001 – June 2006 Springhill High School, Rochdale

GCSEs in:

Maths, English, Science, English Literature, Business Studies, ICT, Graphics, Geography

**Certifications**

ITIL® Foundation – March 2015

**Employment History**

**October 2016 – Present date** **IT Assistant** **UPGS, Oldham**

* First point of contact for the IT department, providing first & second line support
* Setup and managing of user accounts, servers and phone systems
* Setting up new PCs/Laptops/Mobile devices and assisting with desk moves
* Monitoring IT equipment stock levels. Making sure essential equipment is available
* Making sure the IT inventory system is always up to date
* Provide IT training to new employees of the company

**January 2014 – October 2016** **Service Desk Analyst Agilisys, Rochdale**

* Providing 1st Line Support on behalf of Rochdale Metropolitan Borough Council, recording all incoming calls by either phone or email into the service management system
* Perform accurate assessment of calls and performing first time fixes where possible.
* Allocate all unresolved incidents and service requests to the correct teams within the IT department.

**January 2012 – March 2013** **Event Steward** **CES, Manchester**

* Ticket inspections
* Ensuring the safety of spectators providing assistance
* Security of entrances and exits

**January 2010 – May 2010** **Kiosk Assistant** **Manchester United F.C.**

* Serving Customers food and drinks and stocking up when required
* Working in a team to server customers as quickly as possible at key time slots
* Keeping the kiosk stations in immaculate condition

**Interests**

Sports - Cricket, Football and Badminton

Other - Staying up to date with the latest technologies Movies, Long walks and attending the gym.

**References available on request**