**Yasin Shekhani**

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**Personal Profile**

**Remarkably astute, multifaceted, tenacious, and experienced professional interested in exploring new career opportunities in the areas of IT Project / Management, System Engineer and Operations where extensive technical background and skills will be utilised best towards personal development and career progression.**

Demonstrates a proven track record in effectively overseeing a wide array of projects from initial conceptualisation and planning – all the way through to completion and delivery. Offers robust experience in project and IT-related changes and improvements with respect to applicability, quality, safety, and cost. Excels at an analytical approach to organisational change with the ability to identify a problem and execute, with speed, initiatives that will bring effective change. An engaging, transforming leader with interpersonal skills that instil trust, confidence and following. Able to develop high potential team members into high achievers and drive collaborative working towards shared goals. Very comfortable with a high degree of accountability decision and making responsibility. Competent to set the precedent in business and well versed in influencing others through leading by example and being an advocate for best practice, someone that would significantly enhance a senior management role.

**Key Skills & Competencies**

* **Broad IT Expertise:** Skilled in utilising a solid, hands-on approach in working with Hardware Infrastructure with cabling, patching, porting, and network analysis; familiar with VMWare vSphere version 5.5, Citrix CXS-203, XenServer 6.5, and ITIL Foundations V3; capable of recognising and reducing operational discrepancies with the improvement of existing systems and implementation of customised solutions.
* **Leadership, Teambuilding, and Development:** Expert in effectively leading, motivating, and developing individuals and teams towards their maximum potentials; recognised as a natural leader and team player capable of working contributing knowledge and experience to colleagues.
* **Strategic Problem Solving:** Competent in identifying and addressing issues and concerns in order to effectively formulate innovative and tailor-fitted solutions.
* **Planning and Organisation:** Recognised as an astute organiser and planner capable of planning workload and prioritising tasks towards the development of results-focused action plans within deadlines.
* **Project Administration and Delivery:** Skilled in handling projects from initial planning and conception towards development, all the way through delivery and implementation.
* **Time Management & Prioritisation:** Skilled in overseeing assigned tasks from planning to completion within specified deadlines balanced by the employment of professionalism, integrity, and confidence.
* **Technical Proficiencies:** Knowledgeable in utilising a wide array of application and software including Azure VMware, Hyper-V, Veeam 9.1, Netgear NAS, NetApp, Citrix, XenApp, XenDesktop, Cisco, Avaya Call Management System, Salesforce, Active Directory, Windows Servers 2003,2008 and 2012, SQL, SAP GUI, Remote Desktop, WebEx, MS SharePoint, Google (Postini), VLAN, VoIP, Windows XP, 7,8 and 10 also Router configuration.

**Education & ONGOING Professional Development**

* Diverse Online Training Courses, Online IT Training (www.onlineitlearning.co.uk) current:
* Prince2 Foundation – Online training with Sianti ensuring to gain a in depth knowledge and understanding methodology of principles and delivering projects effective as well as meeting business needs. Approx. time of completion Mid-April 2017.
* Information Technology Infrastructure Library (ITIL Foundations V3): Undertakes the ITIL Infrastructure Library best practices to obtain solid knowledge and skills when entering the project management or IT service management career; prepares in utilising ITIL best practices for Fortune 500 markets, government, DOD, small business, and international companies. ITIL Courses include Service Strategy, Design, Transition, Operation, and Continual Service Improvement. Approx. time of completion Mid-April 2017.
* VMWare vSphere VCP® 5.5: Takes classes on the installation and management of the VMware vSphere including the configuration of a scalable virtual infrastructure; Courses include Fault Tolerance, vSphere Management Assistant, Storage vMotion, and DPM.
* Citrix CXS-203 – XenServer 6.5 Design, Implement, and Administer: Learns about how to effectively install, manage, and troubleshoot XenServer 6.0 as well as how to configure Provisioning Services 6.0 Host and create vDisks in XenServer environment; Aims to increase students’ overall knowledge with all facets of Distributed Virtual Switch (DVS), Workload Balancing (WLB), and Windows Virtual Machines.
* GNVQ in IT Foundation, Bretton Woods Community School – Sixth Form, 2004 – 2005

**Career milestones & Achievements**

JET2.COM – (WWW.JET2.COM) – MANCHESTER AIRPORT

June 2018 - Present  **Technical Specialist** (*Contract)*

* Managing daily tickets for BAU and Project work
* Working on SCCM to build and deploy packages to windows 7 and windows 10 operating systems
* Providing policies and procedures to entail an ITIL structure
* Hardware repairs from RAM upgrades, HDD to SSD conversions, CMOS battery replacement
* Firmware and BIOS updates for existing laptops and desktops
* Ensuring KPI’s and SLA’s are met by organising workloads
* Assisting VIP users with urgency, confidence and skill
* O365 mailbox conversions / Onboarding and offboarding (ADFS)
* Citrix intermediate admin duties – such as resetting profiles
* DBS cleared
* Wi-Fi installation
* Patching and network LAN changes
* Performed housekeeping and maintenance tasks of all operational, procedural, and technical documentation.
* Obtained broad-range knowledge in working within Citrix environments, controlling rules and group policies, and carrying out requests and problem management matters for clients.

PHMG UK (WWW.HOMEPAGE.PHMG.COM- MANCHESTER

June 2017 – June 2018  **Senior Infrastructure Engineer** *(Contract)*

* Leading a team of 10 1st/2nd line IT analysts, ensured all KPI’s were communicated and understood and worked toward the achievement of corporate objectives
* Provided leadership through effective communication of vision, active coaching and development whilst compared results to goals and took appropriate action to correct when necessary
* Created backup matrix, set up incremental local and hosted server’s backups
* Maintain current IT environment for it to be resilient and functional
* Leading various IT projects in parallel with significant high dependency projects
* Educating the business to the ITIL process and responsibilities
* Create Asset register to track, manage all ICT equipment
* O365 introduction – deployment of Exchange Online
* Secure infrastructure with best practise MS Analyser
* Citrix Xen Mobile MDM deployment

STRING COMPUTER SYSTEMS (WWW.STRING-SYSTEMS.CO.UK) - PRESTON

Aug 2015 – June 2017  **IT Manager** *(Permanent)*

* IT service supporting over 400 clients, purpose of my position is to improve the helpdesk process and procedures, deliver large projects and migration
* Develop and manage a high performing team, continuously raising the bar and managed performance using best performance tools
* Inspire, coach and motivate to develop the team and to promote succession planning
* Enhance productivity and profitability by assigning employees roles that match and compliment their skills
* First time fix process implemented / KPI re-evaluated
* Providing training to establish basic call logging process and procedure
* Build a solid relationship with account managers to provide an effective service
* Ensure all projects are met financially and on-time
* Projects delivered as to date – O365 implementation to 17 Clients over 1000 mailboxes, Hyper-V to Azure Migration, Security audit for 8 clients
* Provide stats and information to clients as well as staff to analyse progress
* Working in a ITIL framework

CAPITA Travel & Events (www.capita.co.uk) – Stockport

Aug 2014 – Aug 2015 **3rd Line System Administrator** (*Contractor)*

* Oversee all desktop and domain migrations from Windows XP to Windows 7; received commendations from the Chief Information Officer for the outstanding job in providing seamless migration process.
* Manage day-to-day duties such as handling emails, NK2 files, documents, favourites, and personalised settings to ensure their immediate availability.
* Handle the maintenance of file access servers through the reduction of folder sizes and through the collaboration with department heads to provide efficient and effective IT service.
* Provided first-class guidance and support to 2nd and 3rd-line issues such as exchange server reboots, mail configurations, and other priority issues.
* Collaborate with a team in developing projects to update the telephony side of infrastructure.
* Migration of bespoke and tailored applications from 2003 R2 to 2008 and 2012 R2 servers, delegating with operation management to justify and complete a smooth migration.
* Working 50/50 on projects and support work.
* Winning Feb 2015 and November 2015 STAR awards within Capita for excellent service and contribution within I.T
* Future proofing the business against cyber-attacks / Creating a disaster recovery agenda
* Intune and MDM install on all corporate devices
* New install of all security hardware and software (Firewall, Spam Filter, Endpoint encryption)

News UK, News International (www.news.co.uk) - Peterborough

Nov 2012 – Aug 2014  **Senior Support Analyst** *(Permanent)*

* Collaborated with a team composed of 15 personnel while simultaneously collaborating with problem and change management, network, and storage teams.
* Offered first-rate support to more than 4,000 employees in verifying account correctness, security, and access to complete the faultless production of The Sun, The Times, and Sunday Times online and paper release.
* Involved in the comprehensive assessment and maintenance of server performance with Cisco, Amazon Web Servers, and VMware.
* Identified the connectivity within the local area network as well as the verification of internet connection’s functionality always throughout the entire company.
* Utilised Cisco switches, LAN routers configuration, and Cisco reports when necessary.
* Kept up-to-date with the latest technology movements to ensure that News UK has the most protected and effluent hardware and software supporting the Infrastructure.
* Worked as part of a team tasked to solve priority affairs and restore services efficiently and effectively.
* Managed incident logging, requests handling, and change process management via Salesforce and RemedyForce and daily checks on IP Phones by using Avaya call management system and Cisco Telephony.
* Handled the completion of requests such as adding hunt and pick up groups, change name on extensions, and configuring call diverts.
* Played a vital role in the development and delivery of recent projects such as creating disaster recovery contingency plan in order to support the service desk subject to any major issues which could be critical to the business; built laptops with VPN, Citrix, and Avaya IP telephony.
* Assumed full responsibilities as part of a knowledge-based team including providing up-to-date information for any work around and fixes on all software applications and / or hardware devices being used.

Kelway (www.kelway.com) – Huntingdon

Apr 2010 – Oct 2012 **Senior Support Analyst** *(Permanent)*

* Administered key departmental processes, incident management issue logs, and service requests as well as problem and change management.
* Delivered first-class telephone and desk-side support on all hardware and software enquiries and concerns while effectively monitoring all service desk email accounts.
* Monitored and oversaw users, groups, permissions, and computers with Active Directory.
* Obtained information related to IT and telecommunications requirements for new company members.
* Ensured the integrity and security of re-establishing all operational systems from backup media.
* Handled the maintenance of all mobile email devices in both the head office and remotely including the troubleshooting of issues through telephone interactions.
* Performed housekeeping and maintenance tasks of all operational, procedural, and technical documentation.
* Obtained broad-range knowledge in working within Citrix environments, controlling rules and group policies, and carrying out requests and problem management matters for clients.
* Addressed and resolved all hardware and software matters by identifying issues, logging calls, and dealing all issues in a calm and professional manner always.
* Utilised a wide array of software and application including Microsoft Office Suite (Word, Outlook, and PowerPoint), VNC, Proxy Master, RPOS, Ocious, Revolver, WinTicket, Cisco, SAP GUI, and NetApp.

**Additional Information**

**Driver’s Licence** Full, Clean (UK)

**Activities & Interests** Playing Snooker (10 Years), Organising Local Youth Charity Events

Repairing PCs and laptops, spending quality time with family.

**Security Clearance** Completed with Jet2.com on June 2018

**References Available Upon Request**