**me: Shehab choudhury**

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**PROFILE**

An experienced, enthusiastic and highly self-motivated person with over 18 years’ experience in the IT sector. having strong analytical and problem solving skills, which I can apply instinctively to both software and hardware fault finding. Able to resolve problems quickly and in a professional manner. Possess excellent interpersonal and communication skills which play a big part in developing and maintaining close customer relationships. Great organisational and planning awareness which allows me to work under pressure, either my own initiative or as part of an effective team, achieving demanding results. I am extremely interested in current technical developments and emerging new technologies within the IT field. I believe that a forward thinking organisation in a modern business environment would find my skills and technical expertise invaluable to the business.

**KNOWLEDGE SKILLS & EXPERTISE**

* Fully conversant with Microsoft operating systems including Windows XP Professional, 7and 10.
* Microsoft Office 2007/2010 and 2016/365 suites.

● Windows server operating system 2003/2008/2012.

● Windows Supporting Services, Active Directory, TCP/IP, DNS & DHCP.

* Microsoft Exchange 2007 and 2010 administration skills.
* Internet (ADSL/WI-FI) and Email Client Outlook 2003/2007/2010.
* Microsoft SCCM 2007 and 2008, Systems Centre Configuration Manager.
* Citrix Presentation Server 4.5 and XenApps 6.0,Citrix Virtual Desktop 6.5.

● Awareness of ITIL framework specifically Incident, Problem and Change Management.

**SPECIALIST QUALIFICATIONS**

* Foundation Degree in Computer Network Management (Mancat College) 2012
* OCR Level 2 NVQ for IT Users (Mancat College) 2010
* MCP in Windows XP Professional 2006
* Operating Information Technology Level 2 NVQ (Openshaw College) 2001
* Diploma in Networks : City & Guilds Certificate (Openshaw College) 2001
* MCP in NT Workstation 2000
* MCP in NT Server 4.0 2000
* MCP in NT Server 4.0 Enterprise 2000

● NCFE Certificates in Telematics (Openshaw College) 1999

**CAREER HISTORY**

**IT Services Desk Analyst,** **[European Metal Recycling Ltd 2016-2019](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=2ahUKEwjH29jZl9rjAhWJXsAKHcXpCmEQFjAAegQIBxAD&url=http%3A%2F%2Fwww.emrgroup.com%2F&usg=AOvVaw0Lg_FYN-4g341zkqRDzcdu)**

***Responsibilities***

**●** Provided first and second line support for all PC, Laptops,Thin client,Printers Hardware and Software

Technical Issues.

● Configuration and builds of end user PC's/Laptops,Thin client, Mobile devices (Android & IOS)

● Support for users of Microsoft Office 365/2010/2016 suite and 3rd Party application.

● Providing Active Directory administration tasks, unlock and reset passwords, account creation and

Deletion, mapping network drives, Files and folder permissions.

**●** Administering Exchange Server 2010, shared mailbox creation and deletion, grant mailbox access.

Creating and configuring distribution and contact list.

● Remote Desktop Support for home workers and business users travelling globally,dealing in ADSL/WI-FI

Citrix Virtual Desktop.

● Site visits and desk side support.

● Communicating effectively with a range of people monitoring SLA’s and working around the ITIL

Framework following tickets through to resolution and updating knowledge base article.

**Services desk analyst, CC Engineering**  **2013-2016**

***Responsibilities***

**●** Provide first and second line support for all PC,thin client, Laptops, Hardware and Software technical

Issues, head office internal users, dedicated homeworks.

● Provide support for EPOS tills, PDQ, Peripherals,and store network, routers,switches.

● Rebuild and rollout EPOS tills, PCs and Laptops with Windows 7,Citrix,Office 2010.

● Support for users of Microsoft Office 2007/2010 Suite and SSP bespoke Application.

● Provide Active Directory administration tasks, unlock and reset passwords,account creation and

Deletion, Files and folder permissions, mapping network drives.

**●** To Administer Exchange Server 2007, shared mailbox creation and deletion, grant mailbox access.

Creating and configuring distribution and contact list.

**●** Undertake routine servicing and troubleshooting of MS Server 2003/2008.including backup and security

Checks and database rebuild.

● Creating purchase requisitions for IT hardware/software

● Assigning incidents and requests to appropriate 3rd line teams after all troubleshooting steps have

been exhausted.

● A proven track record of delivering customer service in an ITIL led Service Desk environment

**IS Service Desk Admin, Sinclair Knight Merz 2013-2013**

***Responsibilities***

**●** Provided first and second line support for all PC, Laptops, Hardware and Software technical Issues.

● Configuration and maintenance of PC hardware, laptop, Peripherals.

● Remote Desktop Support for home workers and business users travelling globally,dealing in ADSL/WI-FI.

● Problem solve across Microsoft Office 2010 Suite and various bespoke applications/services.

● Active Directory administration tasks, unlock and reset passwords, account creation and

Deletion, configuring users profiles, mapping network drives, Files and folder permissions.

**●** Administering Exchange Server 2010, shared mailbox creation and deletion, permissioning.

Creating and configuring distribution and contact list. creating resource account. Updating primary SMTP

Address. Enabling/Disabling a users account for Active Sync. Remote device wipe.

● Delivered or removed applications from users’ laptops using Microsoft Sccm 2008.

**Wintel Server Support, Fujitsu Services 2003-2013**

***Responsibilities***

* Provided second line support for thin client/PC, laptop and (MFD) printers.
* Supported Microsoft Office 2007/2010 and various bespoke applications for the Cabinet Office and HM Treasury.

● Administration of Active Directory,checking group permissions, driver mapping, exchange properties,

Unlock and reset passwords, account creation and deletion, configuring users profiles, including group and

domain policies.

● Windows 2003/2008 Server administration,including event log checks, software update and hardware checks.

* Carried out exchange server administration procedures, including shared mailbox creation and deletion,

granting mailbox access, archiving mailboxes.Creating distribution and contact lists.

* Use Clearswift minesweeper and Symantec message labs to release blocked e-mails and checked secure

Emails for viruses and malware.

* Delivered or removed applications from users’ laptops using Microsoft Sccm 2007 and produced customized reports on the success rates of all applications used and for asset management.
* Experience of working to defined ITIL processes - Incident Management, Problem Management, Request .

Fulfilment & Change Management**.**

**Technical advisor, PC Service Call 2002-2002**

***Responsibilities***

* Responsible for PC and laptop installation and problem troubleshooting as well as issues concerning hardware and Software.
* Provided support in relation to MS Windows 98/XP Home Edition and the configuration of system software including utilities and antivirus software.
* Carried out fault diagnosis on PC peripherals including printers, scanners and modems and solved complex device conflicts.
* Responsible for fault finding and the implementation of solutions to problems arising from MS Office 97/2000 suite.

**1st line Help Desk Support Analyst, NTL Telecommunications Ltd 2001-2001**

***Responsibilities***

* Responded to customers queries such as broadband issues, internet connection, modem checks, server

Issues and email problems. Owning the incidents through to resolution.

* Troubleshooting internet browser problems regarding compatibility, pop-ups, malware, freezing and crashing.
* Advised and guided users on how to set up their PC or laptop and connection to the internet by dial up.
* Carried out fault finding on residential or business phone lines, escalating the problems to a field engineer as necessary.

**●** Updating support documentation.

**●** Training new employees.

**IT Support Technician, Training Wise Microsoft Provider 2000-2001**

***Responsibilities***

* Installed and supported computer operating systems for Windows 98/NT4 workstations and servers.
* Carried out fault diagnosis and rectification in addition to building PC and laptop systems.
* Printer installations and maintenance, tape backup and disaster recovery duties.
* Restored files and folders and configured backup failures so that they were able to run on the same day.
* Monitored server and network status of systems covering disk space, memory, CPU, temperature and network usage using CA Unicentre, Worldview and Server View.

● Used administration of MS Exchange server 5.5 to create mailboxes, distribution and contact list.

● Responsible for network troubleshooting Connectivity issues, LAN/WAN networking, TCP/IP and protocol

Problems.

**QUALIFICATIONS AND TRAINING**

CLAIT Introduction to Computing (Plymouth Grove Further Education College, Manchester 1999-2000

Certificate in Higher Education in Islam (Manchester Metropolitan University) 1996-1998

BTEC National Diploma in Science (North Trafford College of Further Education) 1994-1995

BTEC First Certificate in Science (South Manchester College) 1990-1991