**Mohammed Mogra**

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**Profile**

A professional, pro-active and enthusiastic individual who enjoys dealing with customers and is able to communicate well with people at all levels. Possess excellent interpersonal skills with 14 years of IT support experience and willing to learn new skills or undergo any training required. Work hard to build on strengths and strive to identify and better weaknesses. Able to work equally in a team or alone using own initiative. Considered to be a quick learner, adaptable, punctual, and hardworking and enjoys a challenge. Able to provide solutions to problems within a professional manner having customer expectations in mind. Take pride in providing work to a high standard to me customer requirements.

**Industry Certifications**

ITIL Foundation in IT Service Management

**Work Experience**

Arkwright Insurance Brokers

IT Software Support Analyst

June 2016 to Present

Providing IT support to all office staff with their queries and IT issues. Providing training and support for CDL insurance quotation software as well as providing internal project support, liaising with the software house CDL, World Pay, Close Brothers Finance and web developer company for a new website which will have online quoting and capability for the customer. Providing support with project information and updates to all stake holders with the new website project and dealing with any issues that may arise with the project such technical i.e. errors and bugs which would be logged with the software suppliers. Providing end to end support with all tickets logged and escalate to 3rd party person or 3rd party company.

Providing technical support to all internal and externally based staff. Dealing and liaising with 3rd party companies to get issues resolved such as insurance software suppliers, IP telephones and office printers.

Freshfields Bruckhaus Deringer LLP

IT User Administrator

January 2016 to June 2016 (contract)

Handled technical and non-technical queries via telephone, self-service, Skype chat, face-to-face from users at all levels to provide advice and guidance and to resolve issues for products and services

To complete service requests and incidents in a timely manner meeting tight deadlines

* Manage and administer IT accounts using Active Directory
* Manage and administer mailboxes, distributions lists and email accounts using Microsoft Exchange 2010
* Provide full IT administration for SEE Dictation, Carpe Diem, SAP and DMS (Document Management System)
* Support and configuration of Office 365 accounts
* Setup, configure and support telephone accounts using CISCO
* Handle small to medium sized projects
* Create new ideas to improve service and processes

*Technologies used:* iManage, Active Directory, Microsoft Exchange 2003/2010, Windows 7, Blackberry Enterprise Server, Remote Desktop Assistance, RSA Authentication Manager, CISCO Unified Manager, Office 365 and SAP.

Arkwright Insurance Brokers

IT Desktop Support Analyst

July 2015 to January 2016

On a short term contract. Duties include desktop support, unlocking & resetting Windows password ensuring the insurance broker office software is running smoothly throughout the day and if there are any issues then liaise with software vendor and other 3rd parties.

Agilisys Managed Services

ICT Service Desk Analyst

August 2012 to July 2015

Provided remote support to over 10,000 users scattered over the North West and South East of England. Some of the councils supported include Hammersmith & Fulham, Royal Borough Kensington & Chelsea, Westminster City (Tri-Borough Framework), Bolton & Wigan Councils, Wigan Schools, Wigan & Leigh Housing, Wigan & Leigh Leisure Trust.

Users raise incidents and service requests by telephone, e-mail, work orders, in person and using a self-raised call tool.

*Support duties:*

* Windows user accounts using Active Directory
* IT administration support for group policies, distribution lists, file back-ups and mailboxes
* Email accounts management using Microsoft Exchange
* Network connectivity for office based and remote based users
* Mobiles and telecoms
* Windows and VMWare/VDI profiles
* Managed printing devices (MFPs)
* Encryption using Sophos
* New and re-installs of software applications
* Computer Hardware, peripherals and software

*Technologies:*

* Active Directory
* VM Ware Administrator
* Microsoft Exchange 2010
* Windows XP & 7
* Office 97 to 2013
* Openscape
* BlackberryEnterprise Server
* Remote-Desktop Assistance
* IBMTivoliStorage Manager
* Citrix Meta-Frame Server
* Terminal Servers
* Microsoft SharePoint
* Sophos Encryption
* Clearswift
* Quest Roles
* Equitrac

IT Customer Service Technician

Fujitsu Services

November 2004 to August 2012

At Fujitsu Services I was in a team that was the primary point of contact for end users to diagnose IT issues over the phone and log incidents, requests or make enquiries. Worked on a busy helpdesk as a 1st line customer service technician supporting over 6,500 users located in the office, home or remote working environment. SLAs and KPIs are performed on daily basis. Fujitsu is an ITIL environment.

* Provided support to users with the following desktop operating systems and applications; Windows NT & XP, Office 2003-2007, remote working and applications.
* Fix computer software issues; deal with software reinstallations, investigate on fixing problems, provide software technical support
* User admin, creating new accounts, deletions and amendments on Active Directory and Exchange.
* Provide support for network connectivity such as WIFI, 3G, Broadband, WAN, LAN, ADSL, VPN and mobiles
* Answering and raising customer product order queries using internal web based Service Request System and report issues and liaises with 3rd Party companies

IBM, Zurich, Royal Bank of Scotland and Job Centre

IT Helpdesk Analyst, Admin/Office Person (temp jobs during holiday periods)

September 2001 to September 2004

Whilst studying at University I have worked part time at RBS, Zurich, IBM, The Job Centre, this has helped me in gaining work experience with customer services, data entry and general admin.

*Key Skills:*

* Planning, organising, prioritising, monitoring and managing workload.
* Excellent verbal and written communication skills.
* Good at tackling and handling problems.
* Work under pressure and at the same time deliver a quality service.
* Strong team working skills.
* Meeting targets within tight constraints of time and resources.
* Exploring new ideas for improvement of service quality.
* Liaise with staff at all levels.
* Excellent face-to-face and telephone communicator.
* Reliable, tolerant, and determined.
* Ability to mitigate risks and manage issues to resolution.
* A broad knowledge and interest in IT.

**Education**

**2004** BSc (Hons) Business information Systems (2:1) University of Bolton

HND Business Information Technology (Distinctions) University of Bolton

**2000** Access to HE in IT (Kite-Marked) Bolton College

GNVQ IT Intermediate (Distinctions) Bolton College

NVQ level 2 Business Administration (Passed) Bolton College

**1995** GCSE Science Sharples High School