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| **Personal details** | **Contact** | 22 Hilbre Drive, Ellesmere Port CH65 9JQ  T: 07856 172 324 E: [soh.ashraf@gmail.com](mailto:soh.ashraf@gmail.com) |
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|  | **Profile** | I am a hard-working, punctual, patient and self-motivated individual, with an enthusiasm for learning. I have solid and relevant experience at Bank of America Merrill Lynch. I have a strong work ethic, problem-solving, communication, management and interpersonal team skills. I am fluent in English, Urdu, Punjabi and Hindi. |
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| **Employment** | **Innospec** | Deployment Technician ( 24 July 2019 - 6 August 2019)  Deployment technician contracted through Bench IT, I worked within the framework of the client effectively installed/deploy the solution in their environment, assisted in completing ongoing project for desktop/laptop build, run anti-malware script, windows 10 rollout and connected to enterprise domain, verified network connectivity, troubleshoot issues onsite as needed. |
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|  | **International Gaming Technologies** | Systems Engineer (11 December 2017 – 17 May 2019)  I was responsible to carry out activities related to client site survey and determine required network requirement according to IGT requirement, new installation/configuration of Appliansys cachebox (web browsing traffic controller), Checkpoint firewall, upgrades and long-term maintenance manage services support of all IGT Gaming Systems, sbX (IGT Provisioning System (IPS) in Windows Server 2012 R2 environment), proactively monitoring slot machine status for managed service clients, Intelligence suite software applications. Maintain production infrastructures hosting AWS IGT’s software, including diagnosing and troubleshooting network related complex issues. Recreate reported issues in a lab environment (using VMware vSphere, servers 20012, Active Directory, DNS, DC, IIS services, SQL queries) DHCP, NTP configuration and working towards finding a root cause/fixes to address it in the field, travel around the UK where required for new installation or break fix. |
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|  | **HM Revenue & Customs** | Project Management Support Officer (13 February 2017 – 10 November 2017)  Tax Free Childcare - Project Management support officer, I was responsible for managing and maintaining progress CRIADD, service readiness actions report, created executive project status report, Clarity reporting tool update on daily/weekly basis, creating project CRs, TSRs and Commercial Cover requests. Working with experienced project managers and liaising with development/implementation stakeholders to achieve weekly and monthly objectives. |
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|  | **Bank Of America Merrill Lynch** | Command Centre Operations – Senior Analyst Systems Engineer , TI EMEA OPS(15 July 2013 – 2 February 2017)  This team was the primary interface for Enterprise Network/Server Incident/Change/Event (monitoring) Management Operations functions in the technology infrastructure organisation. I was responsible for the core handling of all network, server infrastructure and application events Avaya/Cisco IP phones, as well as incidents, changes and work orders including the appropriate routing of these to appropriate support functions when exceptional conditions were identified (see below). With the team, I also provided a wider range of services to the other network functions within the Command Centre Operations organisation. We were a global team, also based in Singapore and Richmond, US.  My specific responsibilities include the following.  Ensuring incident tickets, change requests and events were handled timely and efficiently. Carrying out routine and semi-routine analytical tasks and activities associated with one or more technical areas within the operations function. As an Enterprise Services support team within the bank my responsibilities were monitoring events for servers, Netcool, Web Gui, SCOM/midrange/ applications/network and carried out monitoring L1 empowerment tasks using ITSM, BMC Remedy. Expanded scope of L1 empowerment task. I was responsible for the system administrations for storage, middleware, IIS approval and restart, ESRS authorization for EMC, and approving UK data centre access. I was also responsible for the escalation of Enterprise issues to the relevant support teams and act as a first point of contact for all Enterprise and Shared Technology Infrastructure issues. Collaborate with business partners, lines of businesses, external vendors, Disaster Recovery to analyse, provide an update on bridge lines calls and using bank's internal incident and change management communication tools. Manage both client and technical bridge lines on a wide range of low impact to major/high impact incidents. |
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| **Bank Of America Merrill Lynch** | Customer Engineer (06 July 2010 – 28 June 2013)  As a Desktop 2nd Line Support Engineer contracted through Computacenter, I provided BAU support for Card Services and GMOMO (Front office, Middle office and Back Office) as well as BAU and project support for Bank Lines of Business based in Chester.  My responsibilities were to support the Bank’s Location Strategy Program, including user profile and target build analysis, the deployment and support of pilot UAT machines through to sign off, and the build, installation and configuration of desktop machines for different departments. In this role I analysed EUC applications, built and deployed machines, liaised with the LOBs, project manager and hardware team. My project activities include investigating changes in the Asia and CORP domains to support Bank Associates relocating to Chester.  The key skills and experience I brought to my role include 2nd line support for all application installation and break fix support, diagnose/resolve incidents and problems, installing desktops and peripherals, troubleshooting of Windows XP, Windows 7 rollout, VMs management, Citrix Xen Desktop Client, App V Client, IBM Tivoli, Maximo, SAS, ITSM system, NICE application suite Cisco VPN client, SAS Enterprise 9.1, SAS Basic 9.1, SAS Infoquest, SAS Metadata Server, Bacardi, Cisco/Avaya IP phones, McAfee Host Intrusion Prevention, HP Thin Client, System Centre and Software Management, SCCM Tools, DB2, SQL database, Reuters, Disaster Recovery, Bloomberg, PowerShell troubleshooting with proven ability to manage various application packages. I worked with different desktop teams to diagnose and resolve issues as required and also worked with Active Directory and NTFS file permissions for users, applications and workstations, working collaboration with other support teams across the technology & LOBs. |
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| **Education** | **APMG** | *Certified Agile Project Management Foundation (22 March 2017)* |
|  |  | I completed Agile Project Management Foundation certificate, I have gain knowledge of Agile principals, roles and responsibilities, products, MOSCOW prioritisations, time boxing. |
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|  | **CCNA Security** | *Cisco Certified Network Associate Security (29 April 2016)*  I completed CCNA Security 210-260 Implementing Cisco Network Security certification. I have gain the knowledge of Secure Network Infrastructure, understanding core security concept, VPN encryption. Cisco ID number is CSCO12599070 |
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| **PeopleCert** | ITIL v3 Foundation Certificate in IT Service Management (26 February 2015)  I completed my ITIL training at work and passed the certificate issued by PeopleCert, certificate number: GR750155766SA. |
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| **The Knowledge Academy** | *Cisco Certified Network Associate (31 March 2014 – 04 April 2014)*  I refreshed my CCNA training and enhanced my ability to install, configure, operate and troubleshoot medium-size routed and switched networks. I successfully passed my CCNA certification in April 2014.Cisco ID number is CSCO12599070 |
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| **The Manchester College** | *Microsoft Certified IT Professional (September 2009 – June 2010)*  I studied the following units: installing and configuring Windows 7 client; Windows server 2008 network infrastructure configuring; Windows server 2008 active directory configuring; Windows sever 2008 application infrastructure configuring; and Windows server 2008 enterprise administrator.  At the end of this course I achieved the NVQ Level 3 certificate for IT professionals. |
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| **The Manchester College** | *Cisco Certified Network Associate (September 2007 – December 2008)*  CCNA units: networking fundamentals; routers and routing basics; switching basics and intermediate routing; and WAN technologies.  OCR Level 3 Certificate for IT Professionals units: networking fundamentals; routing protocols and concepts; and LAN switching and wireless. |
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| **Manchester International College** | *Various computing courses (September 2006 – September 2007)*  A+ Hardware Technologies: training course in installation and configuration, motherboard, processors and memory, printers, diagnosis and troubleshooting, and safety and preventive maintenance.  A+ Operating System Technologies**:** fundamentals of Windows 9X/2000, file directory and disk management, installation and configuration, application device drivers and Windows-based utilities, diagnosis and troubleshooting, internet access and network connectivity.  European Computer Driving License: basic IT concepts, word processing, spreadsheets, databases, presentations and electronic communications. |
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| **Islamia University** | *BA/Education and Punjabi (October 2000, Pakistan)*  Three year language and education studies: 2nd class degree. |
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| **Positions  Of  Responsibility** | **Pacific Pharmaceuticals** | *Charity*  Writing to national management, convincing the firm to donate water coolers for use in the tuberculosis ward of a public hospital. |
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| **Interests** | **Computing** | Developing my interest in computing with the above vocational courses. Repairing computers for friends and family. |
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|  | **Travel** | Travel in Pakistan, including travelling through deserts and hiking in the mountains near Kashmir. Various travel across the UK in particular in North Wales, the Peak District and the Lake District, Scotland, UAE and Europe countries. |
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| **References** |  | Available on request. |