**ZAKARIA AHMED**   
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**PROFILE**

An enthusiastic, hardworking and knowledgeable individual who has currently worked towards achieving a degree in Information Technology. Currently looking for an entry level role with a forward thinking company that will provide opportunity for growth.

**KEY SKILLS**

* Proficient in Microsoft Office packages such as Word, Excel and PowerPoint
* Ability to build and test computers
* Experienced using Visual Studio for c# programming
* C# projects include: - compiling a database from scratch and inputting the relevant information into tables, forms and queries.
* Excellent communication skills relates well with customers, general public and colleagues
* Ability to grasp technical concepts quickly and provide sound advice on technical matters
* Experience using Active Directory, Exchange Management Console and Citrix.
* Experience of using IBM Helpdesk logging tool.
* Awareness of ITIL.

**EDUCATION**

**Coventry University College Sept 2012 to July 2016**

BSc (hons) Information Technology Practitioner

**Lichfield College Sept 2005- July 2007**

BTECH National Diploma in Computing (General)

BTECH 1st Diploma in Computing (Software Development)

**King Edward VI School Sept 2000- July 2005**

5 GCSEs including Mathematics and English

**EMPLOYMENT**

Position: 1st line I.T support for CenturyLink Dates: October 2018 – to present

Responsibilities:-

* Logging all faults via CenturyLink’s ticketing system.
* Calling back customers to confirm if the issue is resolved.
* Ensuring that all updated tickets from customers go back to the correct resolver group.
* Ensure that tickets are resolved within SLA.
* Escalate tickets that are requested by the customer, making sure that it is escalated by following the correct escalation procedure.
* Follow the correct closure procedure when closing tickets and ensure that the customer always confirms the issue is resolved before closure.
* Monitor the pending queue for tickets that have been updated by the customer and send them back to the relevant resolver teams so the ticket can be progressed.
* Monitoring the service desk email, and auctioning the correspondence and updates and attaching it to the relevant folders or adding it as an update on an open fault ticket.
* Dealing with vendor queries and checking their portals for the relevant updates.

Position: Service Desk Analyst for IBM Dates: December 2017 – June 2018

Responsibilities:-

* Logging email queries from the helpdesk mailbox and logging it into the helpdesk system
* Logging calls with IBM call logging software to the relevant resolver teams
* Remoting on to apply First Time Fix to incidents
* Updating users on open incidents
* Resolving tickets within SLA’s
* Calling back customers to confirm issues are resolved
* Use of knowledge database to find solution to customer’s query. (HDI).
* Escalating incidents that are in danger of breaching SLA.

Position: PSD2 call centre advisor for Nationwide Dates: October 2017 – December 2017

Responsibilities:-

* Taking inbound calls
* Explain to customers the new terms and conditions applicable to their accounts.
* Transfer/ provide them with the telephone number if they require a different department.
* Record their details and notify manager of any call-back’s that are required.

Position: Packer for AmazonDates: September 2013 – January 2014

Responsibilities:-

* Packing items of various sizes
* Ensuring items were stable when packed
* Reporting any breakages
* Choosing an appropriate packing method
* Working to the set targets for certain areas of the warehouse
* Managing workload to ensure a consistent packing routine
* Working as part of a team to ensure targets were met
* Communicating with senior members of staff when problems arise

Position: Waiter Dates: January 2005- December 2017

Responsibilities:-

* Taking customer orders over the phone and in the restaurant
* Serving customers and greeting them as they arrive
* Taking payments from customers
* Working as part of a team to provide great service
* Meeting order targets at peak times

**ADDITIONAL SKILLS/ATTRIBUTES**

I am a hard working individual and have the capacity to pick up new skills easily. I strive to do my best in whatever I do and I am always very determined and optimistic. I am a sociable person and I have good speaking and listening skills. I have the ability to work efficiently in a team as well as independently. I have a good telephone manner and am confident in communication.

I like to play football and badminton in my spare time as well going to the gym to stay healthy.

**Driving license:** Full UK driving license

**REFERENCES**

Available on request