**Qamer Kayani**

[qamerkayani@hotmail.co.uk](mailto:qamerkayani@hotmail.co.uk)

07853508953

**Profile**

I have excellent analytical problem solving and troubleshooting skills in computer hardware/software. Strong technical knowledge and the ability to work with minimal supervision. A positive personal and professional attitude towards customer service. Flexible in managing various tasks simultaneously.

**Key Skills**

Good understanding of MS Office & Office 365 deployment

Good understanding of SCCM and App deployment

Good understanding of Win10 & Deployment

Proficient in installing, configuring, and troubleshooting various aspects of workstations and various peripherals

Solid understanding of systems administration, networking concepts and technologies

Excellent organisational and communication skills.

**Work Experience**

**Ashurst (International Law Firm) - Windows 10 Rollout Lead Engineer June 2019 - Present**

My job role consists of supporting the Global Windows Desktop Transformation project from an end user desktop support position, also being able to manage a team of around 4-5 engineers deploying to sites across the world. I was tasked with replacing around 400-500 laptops/desktops per site and replacing with new windows 10 machines. Configuring and deploying Windows 10 machines to individuals with bespoke software requirements and also deploying batches of pc’s with more standard requirements. Floor walking was also a requirement for each site so interacting with solicitors, lawyers, partners and financial advisors was a daily task.

My role consists of supporting the following:

* Microsoft Desktop Operating Systems and applications – Windows 7 and 10
* Imanage – Cloud, On Prem
* Supporting all office products- 0365
* Configuring IOS (Apple) and Android devices
* Image builds using SCCM
* Desk phone (mittel) support
* Desktop support for users
* Resolving 1st to 3rd line tickets
* BAU work
* OneDrive for Business
* Skype for Business
* 0365 deployments

**Link Asset Market Services – Migration Engineer November 2018 – June 2019**

My job role consists of supporting the build phase of the migration of the Orient Capital London business to LAS IT Infrastructure. IT Integration Programme migration and roll out activities are delivered to the agreed plan Ensuring support issues arising from the roll out are resolved within SLAs. Managing users in Okta(oracle) and LASID a bespoke system integrated with the newly created Euro domain which pulls HR data and Active directory data for all users in all different domains and merges it in the form of Linkhub, an interactive web platform which allows users to manage their personal details, log IT requests, book travel, manage and take courses, request annual leave, etc.

My role consisted of supporting the following:

* Windows 10 and Windows 7 builds.
* Checkpoint
* Bit locker
* Mobile phone configuration
* PC / Laptop & Printer Hardware plus knowledge of Build Technology/Imaging Tools
* Office 365 deployments
* Installing both Office 2010 – 2016.
* Installing and configuring software installs.
* Migration of users to MS0365 and LAS IT Infrastructure
* To provide IT Support assistance /user support
* Using LANDesk and other software to rollout software to users/computers
* User testing
* Jira
* OneDrive for Business
* 0365 admin management
* Ivanti Lan desk Manger
* Microsoft Desktop Operating systems and applications.
* BAU work
* Active Directory management
* Remote Control Support Tools – zoom, remote desktop, skype etc
* Rolling out software updates on users’ desktops/laptops across all the different sites – i.e. Beckenham, Leeds, Gresham (London), Reading, Dublin, Ipswich, Jersey, etc
* Creating, Managing, deleting user in over 12 different Active Directory domains – ADCFS, ADIFS, CPCS, CMM-group, Euro domain (super domain), etc.
* Creating, managing, deleting users shared mailboxes and distribution lists in the 0365-admin portal

**Allen and Overy (Law firm) – Migration/Rollout Engineer - Team Leader/Knowledge Document Team August 2018 – November 2018**

My job role consists of supporting iManage and the migration from Omnia to iManage (Document management systems). I was supporting File site and Desk site as part of the iManage support package. I also conducted thorough software and system testing on all accounts/training accounts making sure all bugs and defects are ironed out prior to roll out of new software. I was also tasked with creating knowledge documentation of all defects and fixes/resolutions for the users to easily access via our service now portal/knowledge base.

I was responsible for managing a team of 16 making sure they were briefed every morning with the tasks to carry out throughout the day and also debriefed in the evening to make sure all goals and target were fulfilled. I was also floor walking interacting with solicitors, lawyers and partners and also liaising with the service desk and IT security teams. I was in charge of building O365 on to numerous Windows 10 laptops using SCCM, before handing over to the individual users. A complete overhaul of all software for all user/customers.

My role consisted of supporting the following:

* IOS platform and mobile devices
* SharePoint
* Bit locker
* OneDrive for Business
* Building Office 365 onto laptops or desktops
* Office 365 deployments
* SCCM
* Windows 7/10
* Microsoft Desktop Operating systems and applications.
* BAU work
* Active Directory
* Remote Control Support Tools
* PC / Laptop & Printer Hardware plus knowledge of Build Technology/Imaging Tools.
* Thin client
* File site
* Desk site
* iManage
* Omnia
* Jabber
* Lync
* Office 2010/2016
* Templafy
* Compare Docs
* Change Pro
* MetaDact
* Cisco
* Citrix
* Ivanti (Workspace control access wizard)
* Litera (Change-Pro)
* Service Now

**Kier Group Plc – Identity and Access Management Analyst January 2018 – August 2018**

My job role consists of conducting routine creation, modification, and deletion of end user access to a number of users/systems. Conducting Software Installations manually and using Remote Access Tools. I am responsible for using PowerShell and creating scripts to automate service request fulfilment like New Starters, Drive Access and Mailbox Access but not limited to, whilst making any amendments when/and if required. Monitoring incoming service channels and ticketing system, and responding to customer requests in a timely manner (SLA).

I am regularly making recommendations to improve, streamline and automate access control procedures and routines. I also routinely add document processes and knowledge articles to our knowledge base, so that they can be interpreted, maintained and enhanced.

I respond to and troubleshoot reported problems pertaining to the access control and integrity of our systems. I also provide any 2nd level technical support and advice to users, covering a range of IT services, ensuring that all emails and portal-generated support requests are logged and categorised appropriately using the IT Service Management system (Support works) and also resolving incidents and fulfilling service requests in accordance with defined SLA targets, using remote takeover/management tools as and when required.

Prioritising and co-ordinating the provision of support for incidents/service requests with third party suppliers.

My Role consisted of supporting:

* PowerShell
* Scripting
* MS Windows (V7/V8/V10)
* MS Office Product Suite (2010 and above)
* Active Directory Services/Group Policy
* MS Exchange/Outlook
* Anti-Virus technologies
* Outlook O365 Administrator
* Microsoft Azure Active Directory Admin - Server Tool
* Microsoft Cloud
* Creating/Modifying Shared Mailboxes and Distribution lists
* Mobile phone/tablet troubleshooting
* EE/02/Vodaphone – Suspend numbers, Sim swap, Sim activation, Price plan change
* Networking and Citrix technologies
* Network drive access
* System management/remote takeover tools
* Internet/Web-browsing technologies
* Client/server technologies
* Printer/MFD technologies
* Desktop/laptop/Mobile devices (hardware and software)
* Line of business applications
* Office 365 applications
* Cross domain accesses
* Enterprise Vault Accesses
* Coin Plus V10
* SCCM
* Oracle
* Boost
* Taleo
* Supportworks V7.62
* Dameware – Mini remote control – Remote desktop
* Citrix receiver
* Exchange Console
* IT Service Management tools and supporting systems.
* Resolving IT incidents, fulfilling service requests and provisioning account/access requests for business applications

**Capita ESS – 2nd Line Data Analyst /Engineer 2017 – 2018**

My primary responsibility is primarily with education software services (ESS) consisted of investigation and analysing business activities and processes, problem solving, escalation and progression to closure of any issues logged by our second line team. All incidents relate to the bespoke software for the Education sector. My role focuses largely on maximizing functionality of existing systems. Also ensuring the transformation of operations through automation technology and business process re-engineering.

I would create process definitions that best make use of the technology we had at hand. Role consisted of supporting

* Databases
* Windows versions 7-10 (essential)
* Crash Analyser - Application used to performed detailed analysis on system failures or crashes
* Active Directory
* Office365
* Windows Server 2012 onwards
* Network switches Resolving a variety of IT issues to service targets (remotely and onsite) knowledge of IT Infrastructure systems (particularly Microsoft)
* Working knowledge of Windows Server 2008/2012
* Microsoft Exchange 2010/2013 knowledge
* Citrix
* (Win7/Win8/Win10)
* Windows-based applications and Windows operating systems

**Education**

**University of Hertfordshire 2014 - 2017**

* BSc Honours Computer Science

**Barnfield Technology Campus 2011 - 2013**

* Engineering Btec Level 3

**Central Bedfordshire College 2009 – 2011**

• A-Level in Business and Economics

**Denbigh High School 2003 - 2008**

* GCSE’s - 11

A-C’s Including Maths, Science & English

**Other**

* Full UK Driving License
* SIA License

**Courses**

* Currently self-studying MCSE

**References available on request**

* Currently self-studying SCCM