Varun Kumar

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Phone: 07421468042

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| **Skills** | |  |  | | --- | --- | | * Always remain positive and professional in a working environment. | * Excellent verbal communication skills. | | * Able to comfortably interact with people in social situations and always strive to deliver great customer service over the phone and in person. | * Lead singer in a music band and also responsible for directing/leading the band | | * Microsoft Office (Excel, Outlook, Publisher, Access, PowerPoint, Word), Office 365, 1st/2nd Line Support, Windows XP/7/10, Microsoft Dynamics CRM, WDS, SCCM, MDT, Ghost, Ivanti, Bitlocker Encryption, Active Directory, Windows Remote Assistance, Lync. |  | |

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| **Experience** | Windows 10 Deployment Lead Engineer: Oct 2018 ‐ Jul 2019  NHS Resolution   * Successful rollout of windows 10 for 300 users. * Lead coordinator managing communication for Windows 10 deployment for both laptop and desktop users. * Bitlocker Drive Encryptions on laptops. * Providing great customer service to users over the phone regarding any technical issue. * Responsible for building over 300 machines and making sure there were always enough laptops available for migration. * Building via SCCM. * Swift transition of migrating 300 users data transfer from old laptop/desktop to new laptop within tight timescales and planning. * Technical lead for patching cables and promptly resolving server issues. * Asset tagging docks and laptops * Removal of hard drives from old desktops and laptops * Installing RAM on Laptops * Setting up docks and pc’s   Windows 10 deployment engineer: Aug 2018 ‐ Sep 2018  Accord Healthcare Pharmaceuticals, Harrow   * Troubleshooting issues * Building laptops via WDS.· * Making sure cables are patched correctly in the server room in the warehouse * Working closely with networking team making sure there are live LAN/WAN ports in the room * Assisting users with password resets/unlocking accounts via Active Directory * Assisting users with iPhones making sure they are on the correct exchange server for emails * Making sure each device is using the correct domain.   IT Lead Engineer: May 2018 ‐ Jul 2018  Network Dynamics   * Responsible for leading and directing a team of 10 engineers * Replacing old desktop setup with a new one. * Swift transition for 500 users * Configuring all new desktops as requested by the firm * Responsible for quality assurance of new desktop setup.   Receptionist: Jun 2017 ‐ Mar 2018  Leo Design Systems Ltd   * Providing customer service over the phone * Taking all incoming orders and passing this information down to the required employee. * Receiving all deliveries and parcels * Responsible for making sure there was no shortage of supplies * Welcoming visitors in person * Producing invoices for customers * Keeping a record of all goods produced every single day   Maths and English Tutor: Jun 2016 ‐ May 2017  Kumon Tuition Centre   * Tutoring young children with Maths and English. * Assigning classwork and homework to students based on their current level * Marking classwork and homework and correcting any errors, whilst explaining to the student what they did wrong and how they can avoid the same error again. * Supporting student with their areas of weakness |

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| **Education** | A levels , 2014 - 2016  Barking Abbey Sixth Form  Maths-A\*, Chemistry-B, Biology-C  GCSEs , 2009 - 2014  Langdon Academy  Chemistry-A, Biology-B, Physics-B, Maths-B, English-B, Punjabi-B, Spanish-B, Music-B, IT-B, Ethics and Philosophy- B, History- B |

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| **Language** | Proficient Punjabi, Hindi and Urdu, in addition to fluent English |