Waheed Anwar

Contact Information

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**(STOCKPORT TOWN CENTRE / SHEFFIELD CITY CENTRE / MANCHESTER CITY CENTRE)**

Personal Statement

I have had experience in help desk support area by providing 1st line technical support in work setting, online and over the phone to clients. Having able to have documented and maintained the Help Desk policy and procedure helped make the job run efficiently and smoothly. I have created user accounts and assisted regularly maintenance and provided technical support delivery of the accounts.

I am a strong communicator and also a teamwork player, I have developed my skills by having worked in a range of places delivering high quality tech support to the end user client. Now seeking to gain more experience in a new environment.

Customer Service / Live Chat / Emails / Face to Face / Admin / Team Player / 1st &2nd Line Support Data Analyst / Data Entry / Help Desk / Trouble Shooting Delivery Driver / Porter / Communications Skills / Assemble Installation (John Lewis / Active Directory /Hardware / Software Installation / PC Build Hardworking / Good Listener/Enthusiastic / Basic Networking / Shop Owner / Windows (Word/Excel/Power Point) / OS / Office 365 / Windows 7 to 10

Employment History

Home Office ( PRAU DDI – Digital Development & Improvement ) – Temp Contract -Perm

Achievements and responsibilities: (2018 17th April – Present) Full Time

* Running Database Files
* Emails Inboxes
* Chasing client for reports & update
* Excel / Access / Outlook
* Team Player
* Dead Line

Capita ( Service Desk Analyst / 1st Line / 2nd Line ) – Temp Contract -Perm

Achievements and responsibilities: (2017 March – April 13th) Full Time

* 1st Line Supporting Capita staff Internationally and sensitive Government contracts / 2nd line Mobile Iron troubleshooting / Team Player
* Office Exchange / Microsoft Servers 2012 / Active Directly / Windows 7,10 / ITIL
* Customer Service / Email / Android Mobile phones
* Deal with Internal External Clients / Tickets / Data Entry
* AAA / VPN Support / Endpoint Encryption and McAfee Bit Locker Support
* Exchange & Remote Services

Virgin Media ( Service Ability Analyst ) – Temporary Role

Achievements and responsibilities: (2016 1st November – January) Full Time

* Instruct the Engineers what their day to day role is
* Microsoft Office / Emails / Excel Spread Sheets
* Doing live checks from the Sale’s Team to see if customer can have VIRGIN
* Doing measurements on Virgin map to see if the customer can have Virgin in their area
* Targets / Team Player

Ask4 1st Line Support – Temporary Role

Achievements and responsibilities: (2016 August – 31st October 2016) Full Time

* 1st Line Support, dealing with customers internet issues
* Dealing with troubleshooting, pass on to 2nd Line
* Data Entry / Customer Service / Team Player
* Live Chat – Sending Emails to customers
* Tickets
* Diagnostics checks for wireless and wired network connections
* Working Linux Software
* Basic knowledge Network in Broadband

Royal Mail (Data Processor 10 Years – Made Redundant)

Achievements and responsibilities: (September 2004 – 2015 August ) FULL TIME & PART (10YRS)

* Data Entry / Rebuild Work Stations
* Ability to carry out network / PC software & hardware diagnostic
* Unlocking passwords on user accounts, a bit of work station configuration
* Worked as a trainer getting new employees familiar with the day to day role
* Took on a temporary management role when the manager was unavailable
* Providing regular feedback to the new employees, on areas of improvements.
* Worked as an escalation point, for technical administration, fixing photocopying issues, printing and laminating problems.
* 1st Line Support

Education

Hazel Grove High School (September 1997 – June 2001)

GCSE’s: English(C), Math’s (D), Science (Physics, Biology & Chemistry), German, Design Technology

Results = Pass

****Ridge Danyers College****

(September 2001 – June 2004)

Business Foundation, Key Skills Math’s, Key Skills English, I.T Intermediate, I.T Advance (AVCE)

Results = Pass

****Hobbies/Interest’s****

I am a very active person-I play football on the weekend and regularly go for walks or go swimming to stay fit and healthy. I enjoy socializing with my friends whether that be playing video games or going out for a meal. I am a family person and like to treat them and take them out.

References

References are available upon request.