**Adeel Hussain**

**Mobile: 07972908357 Email: ahuss116@gmail.com**

* British national living in Bradford
* 2 years commercial experience within an IT Support role
* Active Directory / Exchange / Office 365 / Group Policy etc
* Excellent communication skills
* Only looking for a permanent role
* Immediately available to interview and commence work

**Education**

* University of Bradford: BEng Diploma Computer Science
* Shipley College: B-Tec National System Support Level 3
* Nabwood Grammar School: GCSE 10 Subjects (2As, 1B, 4Cs, 2Ds and 1E) Including Maths and English
* Other Qualifications: NVQ Level 2 ICT, CISCO Certified Engineer, Apprenticeship Level 3 Diploma in IT

**Employment Experience**

**DrydensFairFax Solicitors – IT Technician**

**April 2019 – July 2019**

* ITIL framework for case creation and management
* Answering chats queries and promptly responding to customers via phone line and emails
* Morning checks, such as changing the backup tapes, server rooms checks, checking servers VM’s for any critical or system errors, exchange server, phone lines etc
* Active directory management
* VPN technical advice and solutions
* Law Firm Technologies such as liberate legal practice management

**DLA (Plant-NET) – 1st Line Service Desk Analyst,**

**Sept 2018 – Dec 2018**

* ITIL framework (Support Works) for case creation and management
* Answering chat queries and promptly responding to customers
* Providing technical support and advice on a wide range of IT services and products
* Active directory management
* VPN technical advice and solutions
* Law Firm Technologies such Worksite and Filesite

**EGTON (EMIS) – 1st and 2nd Line Service Desk Analyst**

**Jan 2018 - Aug 2018**

* Using ISO and ITIL framework for case creation and management
* Analysing cases, diagnosing faults and coming up with solutions and promptly responding to customers breakdowns
* Setting up accounts for customers, ensuring they know how to login via Active Directory
* Server maintenance which includes managing the shared drive, UPS, Cloud Storage, Backups etc.
* Planning and undertaking scheduled maintenance upgrade
* Group policy management, DNS Management
* Managing network related issues such as No internet connection, WIFI not connecting and other network issues
* Following policy and procedures of installing SQL server and SQL database for patient calling system
* Finding fault in the SQL database and rectifying the database
* Using a wide range of technologies such as: Hyper-V, RDP and TeamViewer

**Cloud2 LTD – IT Support Administrator and Support Analyst**

**Jan 2017 – Oct 2017**

* Installing, configuring and maintaining server, Networking, PC Hardware, Software and Peripherals
* Office 365 Global administrator, assigning rights, permissions, access to various technologies in office i.e. SharePoint, CRM.
* Regular windows updates through Microsoft INTUNES to all systems within the organisation
* Running monthly proactive reports
* Analysing all incoming support queries via email, and promptly responding by creating CRM support tickets, and assigning tickets to relevant individuals within the organisation
* Ensuring all support tickets have sufficient information gathered and recorded
* I will take the initial responsibility of incoming support queries and I will use my knowledge as an IT administrator to provide a solution. The solution may be in a form of a guide document and may involve a remote session with the client. When no immediate solution can be found it will promptly be escalated and a ticket will be as SLA P1, P2, P3 or P4.
* Monthly reports for CRM tickets i.e. opened cases, cases resolved, outstanding cases

**Interests and Activities**

My main Interests include music, socialising and blog reading about the latest and greatest in the world of technology, which involves looking at various graphical and synthetic benchmarks. In my spare time I also like to cook and try out new dishes. My favourite sport activities involve high levels of stamina workouts such as swimming, running and cardio.

**Reference on Request**