IKHLAQ HUSSAIN

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Mobile: 07864 018418

**Enhanced DBS Clearance**  Full UK Driving Licence

**UK Citizen**

**Available Immediately www.linkedin.com/in/ikhlaq-hussain**

EDUCATION / TRAINING:

**2018 – IBM – IGI Identity Governance and Intelligence Business User Foundation**

**2016 – University of California DAVIS- Search Engine Optimization - Specialization**

**2016 – IBITGQ - ISO27001 Certified ISMS Foundation (CIS F)**

**2016 – Amazon – AWS – Certified Solutions Architect Associate – Exam Scheduled**

**2016 – WYP – Cyber Safeguarding**

**2015 – BCS – CISMP – Certificate in Information Security Management Principles**

**2015 – GMB – Public Speaking**

**2015 – CBMDC – Dealing with Grievance**

**2015 – IASME Assessor - Cyber Security Essentials**

**2015 – The Open University – Introduction to Cyber Security (CESG Approved Course)**

**2015 – BMDC - Social Media and Digital Professionalism**

**2015 – Prince2 Foundation & Practitioner**

**2014 – Microsoft Learning Academy – Windows Server 2012**

**2014 – Workplacelaw - IOSH – Managing Safely**

**2014 – Provu – Yealink Certified Engineer Training**

**2013 – NSPCC – Keep Kids Safe Online**

**2013 – ITIL Foundation**

**2013 – FITS Foundation – Practitioner**

(Framework for ICT Support for Schools is based on ITIL guidance)

**2012 – Learning Tree – Microsoft Windows Server 2008**

**2012 – Learning Tree – Microsoft Windows Server 2003**

**2011 – First Aid - Outdoor**

**2005 -2006 Bradford College, Bolton Royd**

* NCFE Level 1 Certificate in Creative Craft

**2005 -2006 Calton Bolling CLC**

* HP: IT Essentials: Level 1

**2002- 2009** Leeds Metropolitan University **(4 Modules Remaining - Deferred)**

**BSc (Hons) Computing - Computer Communication & Networks**

4-Year Degree Course (Final Year Part-time)

4 Modules still outstanding

**2000 -2002 Nabwood Grammar School, Bradford College & Dixons CTC**

* Advanced VCE Business CC (2 A’ Levels)
* RSA DTP Stage 1&2 (Pass)
* Computing Internet Technologies Stage 2 (Pass)

**1998-2000 Nabwood Grammar School**

10 GCSE’s Attained

**Employment:**

**June - 2018 – Oct2018 – Operational Excellence Analyst – Telefonica UK (Contract)**

* Operational Reporting for New IIDM Tool (Identity Governance and Intelligence)
* Deployment of Certification Campaigns for SOx Systems
* IGI Access Control Risk Reporting / Modelling
* SOx / PSN Systems - Data Cleanse
* Impact Assessment for SOx Roles
* Service Desk – CSI - Customer Satisfaction Reporting
* Liaising with Project Teams and Third Parties

**April - 2017 – June2018 – Office 365 Migration Specialist- Technical Analyst - Telefonica UK (Contract)**

* Manage Stakeholder engagement and test back-out processes pre-deployment for Pilot Users Migration to O365 – 10k Users from on premise-Exchange to Hybrid for Office 365
* Prepping systems to full scale rollout – Server 2016 Install and Config ADFS / AD Azure Connect
* Comms for Teams via Workplace Facebook, Yammer and SharePoint Sites,
* Conducting Team Meeting and Briefings to facilitate the Migration with the Spanish Team
* SCCM - Deployment of Microsoft Office 2013 pre-Office 365 migration
* Providing Strategic input as part of Team to Senior Leadership and liaising with the IT Service Desk for 2nd/3rd line support Issues
* Management of Fault resolution Information on Remedy Call Log system and providing relevant reports to senior managers for tracking SLA’s and KPI’s for O365 Project

**Dec - 2016 – April 2017 – 1st / 2nd Line IT Service Desk Technical Analyst – DLA Piper LLP (Contract)**

* Providing Strategic input to IT Helpdesk Team Leading International Law Firm – ITIL based service desk delivering efficient support services in consistent with business IT strategy
* Triage for Tier 1 and 2 Fault Resolution and ticketing via Support Works Platform
* Tier 2 – Desk visit Escalation via Service Desk – Troubleshooting – fault resolution / Rollout / Deployment of hardware / software / imaging
* Administration of CME / CCUX – Cisco Agent DDI configuration
* Fault resolution for Filesite / Worksite / Microsoft Office 2010
* Administration of BES
* Administration of HID ActivID Soft Tokens for Citrix Cloud Access
* Active Directory Administration / Group Policy Administration
* Administration of Citrix XenApp 6x/7x, Storefront, Citrix ShareFile
* Administration of Symantec Vault
* Administration of Symantec Encryption Management Server
* Administration via SCCM – Desktop/Laptop builds and Asset Management tracking

**May - 2016 – Dec 2016 – IT Service Desk Technical Analyst – Addleshaw Goddard LLP (Contract)**

* Providing Strategic input to IT Helpdesk Team for a Premium Law Firm – ITIL based service desk delivering efficient support services in consistent with business IT strategy
* Triage for Tier 1 and 2 Fault Resolution and ticketing via ServiceNow Platform
* Administration of CME / CCUX – Cisco Agent DDI configuration
* Fault resolution for iManage and Filesite / Worksite / MS Office 2003/2013
* Office 365 Migration / Administration
* Administration of BES and deployment of RSA App/ Tokens
* Monitoring firewall – Proofpoint / Equitrac Print Management
* Active Directory Management / Group Policy Management
* Administration of Citrix XenApp 6x/7x, Storefront, Citrix ShareFile, and Provisioning Server
* Administration of SCCM – packaging Desktop/Laptop builds for large scale deployment
* Administration of WAVE ERAS – Encryption / Windows Bitlocker Encryption

**March - 2016 – April 2016 – IT Support Officer – Barnsley City Council (Contract)**

* Development of SharePoint Sites for Internal Business Units
* Migration of Data/ Documents from Hyperwave (CMS) to SharePoint 2013
* Quality Assurance for Data Cleansing in order to ensure ISMS legal and regulatory compliance according to council policies and requirement
* Point of contact for support and training to Council Staff for SharePoint

**Nov - 2015 – March 2016 – IT Technical Support Engineer – Parseq (Contract)**

* Providing Strategic input to IT Helpdesk Team - enhancements and delivering efficient support services in consistent with business management strategy
* Project Manage Migration of Server Infrastructure at Brighton / London Office
* Risk Assessment Reports for Senior Management - Auditing Systems to identify potential security risks and implement remediation
* Asset Management & Deployment for London and Brighton Call Centres
* Provide 1st Line /2nd Line/3rd Line Technical Support via web helpdesk
* Manage Solarwinds Helpdesk - Call Logging & Escalation via Desktop Support / Telephone / Dameware / Teamviewer / VNC
* Deployment / Migration of Operating Systems (Windows Server 2003/2008r2/2012r2) Windows XP, Windows 7, Windows 8.1, Windows 10
* Management of onsite Exchange Server 2013 and Office 365 Hybrid – Account Migration / Administration and MDM User Enrolment –Project Work
* Virtualization - Install and configure / convert servers running on VMware / HyperV platforms on requirement basis to support Infrastructure Team
* Provisioning - SIP Clients using XLite Software and Grandstream VOIP Phones
* Maintenance of Dialling systems – configuring IP Telephones – PBX - DXI & Tpoint
* Update & Manage Backup Solutions for DR/BCM – Symantec Backupexec
* Data Cabling / Patching / Server & Switch- Rack Management
* Decommission Servers / PC’s/ Laptops – dispose via WEEE registered provider ensuring DPA compliance

**Jan - 2015 – Oct 2015 – IT Manager – Cartwright Solicitors (Contract)**

* Providing Strategic input to the Company Directors for ICT enhancements and delivering efficient support services in consistent with business management strategy
* Ensure ISMS legal and regulatory compliance according to company policies and standards
* Manage / Take ownership of- 2nd/3rd Line Technical Support for Major Incidents
* Audit IT Infrastructure and implement robust methods of systems management in order to streamline the business processes
* Ensure that all IT Systems & Services within the business are fit for purpose & allow the company to operate effectively & efficiently as well as appropriate Security Assessment tools are used to identify network and system vulnerabilities
* Company Asset Management and tracking of all mobile and stationary assets
* IT Risk assessment in order to identify and resolve any shortfalls in line with the BCM & DRC Plan(s)
* IT Skills Audit for all employees - to establish competency development plan
* Development & updating of Information Security Management Policies, procedures and guidelines
* Migration of Infrastructure from Microsoft Windows Server 2008 to Windows Server 2012
* Configuration and Maintenance of ESET Endpoint Antivirus Protection
* Virtualisation of legacy software on Oracle Solaris VirualBox operating in Microsoft Windows-7 32 bit environment
* Rollout / Deployment of Cisco ASA 5505 Firewall
* Troubleshooting Skype for Business Server 2015
* In-house Technical Support for third party software Proclaim (Eclipse Legal)
* Third party relationship management with external IT vendors/support contractors
* Liaising with WEEE registered and CESG registered suppliers to dispose of redundant IT equipment

**March 2014 – Jan 2015 – Media & Content Manager - Digital Media Experts Ltd (Contract)**

* Providing Strategic input to the Company Director for ICT enhancements and delivering efficient support services
* Relationship management with internal users and 3rd party suppliers and potential new clients
* Managing Social Media Campaigns – Improvements in online SEO - (Twitter/Facebook/ Pintrest/+Google/ Instagram) for third party clients for new products or services and create content and marketing material in collaboration with all other departments and resolving issues which might be highlighted via relevant media platforms and working with the IT support analysts to resolve in order to facilitate delivery
* Deployment of Web Analytics software to third party/client sites
* Using Software: Nmap / Nessus / Burp Suite to test network integrity for third party clients
* Using MBSA (Microsoft Baseline Security Analyser) to check relevant Microsoft patches and updating the virtualised cloud server environment for security and protection
* MAPT (Microsoft Assessment Planning and Toolkit) to Plan / Test and then full scale rollout of software/hardware upgrades
* Install and Configure WordPress for websites for new/existing clients
* Provide 1st Line / 2nd / 3rd Line support – for third parties whom we provide managed IT service – updates, backups, system restores and active monitoring against APTs

**March 2011 - March 2014- ICT Network Manager – Laisterdyke Business & Enterprise College (F/T)**

* Providing Strategic input to support the Senior Leadership Team in terms of College ICT enhancements and delivering efficient support services
* Management of Department budget £100k annually
* Line Management six ICT Technical Support Engineers
* Provide IT Support for 200 staff (teaching and support staff) and 1100 students
* CSI for IT helpdesk - report on trends in call volumes and log, monitor and, incidents and requests in order to improve first time fix rate and enhance the customer experience for all IT users within the college
* Analysing and providing breakdown of 1st Line / 2nd Line / 3rd Line Helpdesk SLA’s to SLT and the level of KPI’s achieved and participate in ICT Steering Committee to facilitate further development in relevant departments
* Management of ICT infrastructure - Active Directory domain based on Microsoft Windows Server 200k/2003 / 2008 r2 / 2012 (15 servers in total)
* Rollout / Deployment of SCCM environment and rollout images/patches and updates also keeping track of active / decommissioned - hardware/software inventory
* Testing of systems requirements for upgrades using Microsoft Assessment and Planning Toolkit (MAPT)
* Implementation of HyperV – Reduction in the number of physical servers
* Application support for Microsoft Office Suites 2003/2007/2010/2013 & Adobe CS
* Administering Print Management Solution - 55 shared printers - Kyocera and Xerox
* Implementation & Management of SIMS MIS (Management Information System) provided by Capita Plc - Sims.net, Solus3, SLG, InTouch, Discover
* Expert knowledge of Solus 3 – Patch management tool for SIMS Server and Clients
* Management of College Moodle system – listing of all college course & resources
* Management of IT Assets register
* Deployment and monitoring of Cisco 5505 ASA / Smoothwall UTM -Firewall for active threats and to ensure all ICT Policies are being adhered to and produce regular reporting
* Migration of the Opentext- Firstclass to Exchange 2010 then upgrade to Office 365 Hybrid
* Migration of college intranet and the college website to Wordpress platform
* Migration of Microsoft Windows Server 2003 to Server 2008 r2 / Server 2012 r2
* Rollout / Deployment of Windows 7 / Windows 8/ 8.1 OS via WDS to replace XP OS
* Management of Software Licensing Agreements, (i.e. Microsoft VLS / VLK, Adobe CS+)
* Implementation and management of FITS (Framework for ICT Support is based on ITIL guidance) with relevant SLA’s in place to provide efficient IT helpdesk support and coverage for term time and during school holidays
* Troubleshooting / updating and maintenance of all Licensed Hardware and Software (1100 devices) HP branded laptops/pc’s and (70) smart board interactive whiteboards with Casio, Mitsubishi & Hitachi branded projectors and (30) Apple iPads/iMacs/ Macbook Pro’s
* Configuration and Maintenance of Astra VOIP Telephone system - 120 Handsets
* Configuring and Maintaining 8 D-Link Wireless controllers / 125 Access points
* Configuration and Maintenance of Symantec Backup / NAS for Disaster Recovery
* Configuration and Maintenance - Symantec Endpoint / Sophos Endpoint Protection
* Relationship management with external 3rd party suppliers,
* Requesting Tenders for competitive quotes achieving best value for money
* Liaising with third party contractors for PAT testing of ICT equipment / UPS maintenance
* Liaising with WEEE registered and CESG registered suppliers to dispose of redundant ICT equipment
* Organising CPD and performance reviews and appraisals for whole department

**Membership of Professional Bodies / Associations**

* BCS Chartered Institute of IT - Associate Member
* Institution of Engineering and Technology (IET)
* UK Cyber Security Forum
* CiSP UK
* ISACA –UK Chapter
* The Royal Yachting Association
* SFIA - Foundation Member (Skills Framework for the Information Age)
* Three Peaks of Yorkshire Club

**Other Skills/ Achievements:**

Completed the Yorkshire Three Peaks Challenge 2013 / 2014

Official Invite to the Queens Diamond Jubilee 2012 at Buckingham Palace

Certificate in Outdoor First Aid /Certificate in Personal Safety Awareness

Fluent in Punjabi & Urdu and also some French.

**Interests and Activities:**

I am a keen sports person, member of the ProThai-boxing Club; I am also a member of Pure Gym. I enjoy swimming and playing football occasionally.

Other interests include boxing and weight training. Away from sport I like to go on Holidays abroad and socialise with friends and family as well as keeping up to date with current affairs.

Dear Hiring Manager

I would like to apply for the advertised position

I am a highly experienced and versatile IT professional specialising in analytical and support roles for network operations that support a wide range of business operations and customer bases. Originally working fulltime as a ICT Network Manager and now working as a freelance contractor for clients in private sector, which has given me the chance to prove myself at the highest level in areas such as fault resolution and the implementation of new innovations and systems auditing in particular cyber security aspects, which has enabled my company to gain the Government Accredited Cyber Essentials Mark. I thrive on the pressure of the scale, complexity and client demand the role offers.

With over Eleven years of experience working in IT in an large organisation(s) on a range of projects and bespoke scenarios and a recent history of supporting new innovation I can offer a considerable skillset and industry knowledge.

One of my specialisms is efficient fault resolution and I can quickly resolve large and key network issues. This is achieved through extensive collaboration with internal and external business partners and a robust fault identification procedure supporting by my own skills and knowledge

I regularly collaborate with vendors to discuss software/hardware upgrades and innovations to ensure the clients products and services are the best they can be. I enjoy working with other organisations on new technology and studying its potential application to the work we do. When the time comes for implementation I am a confident project manager able to support the trials of new system migrations, software, hardware and upgrades. I also have experience of successful procedure writing and roll out for the new innovations.

A strong believer in continuous professional development I have completed regular training and accreditations to ensure I have the highest levels of professional knowledge. I also attend trade conferences and forums to discuss the industry and learn from others expertise.

I feel I have the confidence, the ability and the right disposition to carry out this role effectively and would welcome the opportunity to discuss the points above in more detail.

Yours sincerely

Ikhlaq Hussain

**Main Skills**

CISMP, IBM, IGI, ISO27001, SAP ERP, ISMS, ITIL, O365 Migration, Cyber Security, Cyber Essentials, Lead Technical Engineer, IT Manager, 1st, 2nd, 3rd Line Technical Support, Desktop Support, IT Technician, SupportWorks, Legal, Law Firm, Tier1, Tier 2, Analyst, Project Management, PMP, BAU, Prince2, Change Management, Risk Assessment, Information Security, IT Auditing, IT Policies, Patch Management, Asset Management, SLA, OLA, KPI, Helpdesk, SysAid, Spiceworks, Solarwinds, Messagelabs, Lansweeper, Microsoft Windows Server 2k / 2003/ 2008 / 2012, 2016, SBS, Windows Operating Systems 2k / Vista / XP / Windows 7 / Windows 8 / Windows 8.1 / Windows 10, MBSA, MAPT, WAIK, SCCM 2012­­­, WSUS, WDS, WIM, DHCP/DNS, AD, Active Directory, SSO, Group Policy, TCP/IP Networking and Diagnostic, Exchange Server 2016, Microsoft VLS, Office365, Office 2016, Visio 2016, Project 2016, Lync, Azure, OneNote, Yammer, Apple iOS, iPod, iPhone, iPad, Macbook, iMac, Native Email, Good Application, Edge Browser, Internet Explorer, Edge, Firefox, Safari, SharePoint, Symantec Backup Exec, Symantec Endpoint, Kaspersky Endpoint, Sophos Endpoint, OpenVPN, Smoothwall UTM, Firewall, Cisco ASA, Cisco VPN, Virtualization, HyperV, VMWare Converter, ESXi, Oracle, GFI Languard, Amazon AWS, Cloudfront, S3, Linux Os Ubuntu, Centos, Kali Linux, Redhat Linux, Adobe Dreamweaver Suite, Php, HTML, IOSH, NSPCC, Cyber Bullying, FITS Foundation, BCM / DRC, SIMS.net MIS, Solus, CMIS, Proclaim / Eclipse Legal, Opentext-Firstclass, SEO, Ranking, Marketing, Google Keyword, Analytics, Bing Webmaster, WordPress, WooCommerce, Twitter, Instagram, Moodle, Google Apps, Google Analytics, Google Webmaster, Dlink AP's, Netgear, Yealink Telecoms, SIP, VOIP, Mitel, Astreix, Trixbox, 3CX, PBX, PAT Testing, UPS maintenance, Kyocera, Xerox printers, RAID, Dell Poweredge Servers, Dell Powervault, HP ProLiant Servers, Imperio, Netop, Teamviewer, Dameware, GotoAssist, RDP, Remote Assistance, GotoAssist, Sunsystem Servers, Oracle Secure Global Desktop, Hyperwave, Bighands, cisco communication manager express, Windows Mobile Device, iManage, Filesite, Worksite, IDOL, BES Blackberry, Enterprise Server, RSA SecureID, Metadata, DocUnlock, Prosperware Milan, Carpe Diem, Tikit, Bighands Dictation, WAVE ERAS, Citrix Xenapp, Citrix Desktop Director, ShareFile, Accellion, Chrome Browser, Remote Connection, , APC UPS, Cat5 / Cat6 Cabling, cable management , IBM IGI, Identity Governance and Intelligence