**Personal Details**

**Name:**Abdul Rehman Qazi                         **Tel:**07412627616

**Availability:**Immediately **Location:**Bradford

**Email:** abdulrehmanqazi1@gmail.com

**Profile:**

I am a 1st/2nd Line Desktop Engineer with Desktop Deployment Experience. Support encompassing all desktop support, project support, field engineer, rollout support, LANDesk, software rollouts, VOIP Phone configuration and hardware deployments and Service Now. Experience in hardware builds, patching, configuration and maintenance. Administration and configuration of Windows NT, 2000, 2003, XP, Vista, Windows 7. The ability to work independently whilst possessing the interpersonal skills to liaise effectively with other members of the team as well as clients to get the job done. Accustomed to working in high stress environments within a formal ITIL Framework and to ISO Quality Standards.

**Special Skills**

**Operating Systems (O/S):** MS Windows 95/97/2000/XP/Vista/7, Server 2000, Windows Mobile 5/6, Apple OS

**Call Logging Software:** ServiceNow, Magic Service Desk, HP Open View, HP Service Desk.

**Office Applications:** MS Office Suite (all versions including Office 2007 and 2010), BlackBerry Desktop, iTunes

**Graphic Software:** Adobe Photoshop, Macromedia Products.

**Antivirus Software:** Sophos Anti-Virus, Norton, McAfee, Kaspersky

**Media Burning Software:** Nero (All versions), Adaptec Easy CD Creator

**Remote Access Software:** Cisco VPN Client, VNC, LANDesk, Remote Desktop,

**Backup Tools:** Norton Ghost, RIS, Tivoli Storage Manager, Symantec Enterprise Vault, SMS

**Networking:** TCP/IP and Networks, LAN/WAN/SAN, WINS, DNS, DHCP, Broadband and Wireless

**Hardware:** Specification**,** Building, Repair, Configuration and Installation of all major brands of Laptops, Desktops, Printers, Tablets, Multifunction Devices, VOIP Telephones, Security Cameras and Projectors

**Work History** **Computacenter:**

# Computacenter/HSBC DATA CENTER, Build Engineer /

# Build Room Engineer SEPTEMBER 2016-Present.

Responsibilities:

Building machines (desktop/laptop/tablet/2 in 1) over a pie server to request/incident specification Image/OU/Template, configuring Bios & setting BitLocker/TCG feature. Managing requests in ServiceNow.

Adding templates & syncing users, checking user groups for clashes in software packages (and their order of install) that could stop/slow the build.

Trouble shooting via a combination of smsts.log and diagnostic tools.

Following schedules to meet build queues, both individual and group SLAs.

User updates on build status via comments.

Fixing Desktop/laptops, stripping for useful parts, clear CMOS, swap PSU, screen, keyboard, CPU heatsink/fan/motherboard/HDD/ram etc.

Working with Lenovo think centre M91-3, ThinkPad X220-60 T420-60, Dell Tablet 7275, T10, Lenovo Helix, C30, M900. Ram and GPU (dual/quad output) installation on desktop CAD/Server machines.

Covered despatch role for over a month, processing, shipping and palletisation of all desktop/laptops/monitors and projects.

**Computacenter UK LTD:**

**Royal Mail**

Worked as a senior customer engineer. Deploying devices to planned users out of hours. Following a plan given by a senior, unbox new kit, assign to desk and then log on to old kit. Following a scripted procedure, transfer documents from one device to another. Process using a cable to cable approach. Full script provided and then pack away the old device. Also had to be a senior customer engineer floorwalker for the day after deployments took place the previous night.

**Rolls Royce**

Worked on site following a script. Old data saved and transferred onto new given systems. Decommission Legacy Laptop Asset Decommission Legacy Desktop Asset.

Deploy New Laptop Asset Deploy New Desktop Asset Remove Legacy Laptop Assets.

**BSkyB**

Upgrading Desktops to windows 7 deployment operation scripts backing up data Reimaging Windows Implementing software on new equipment Overseeing/solving problems and Issues from builds Retrieving lost files

and Ensuring connectivity with server

**North Umbria University: 2 Sandyford Road Newcastle**

Support floor walking day following installation of 2 Quiet rooms, 1 Counter and 1 Admin desk. Any issues not resolved to be recorded for site contact

**RWE: Scar croft Power Leeds**:

IT grade engineer required for RWE Motion Tablet Project Job details • Place Motion device into docking station and power up • Enter the bit locker pin • Logon with engineer account and Enable support access • Check and run all pending windows updates – reboot & repeat until no further updates

**Serco/JD Williams: Victoria Exchange Manchester:**

Move of IT hardware for 200 users. To decommission from one desk and re-commission on another as per floor plan provided. No additional configuration to be done.

**NFUM Zenith House York:**

Deployment, configuration, and support of 66 Wyse Terminals. While deploying record the asset tag / serial number / MAC address and make and model.

**Nationwide Building Society**

To carry out a survey to identify those PCs requiring fitment of physical security enclosure Nationwide Branches:

**Nationwide Building Society**

The purpose of the work is: To deploy and install the physical enclosures in each Branch in accordance with the diagram provided

**Lloyds Banking Group:**

Assist the Lead Engineer complete Server & HDD Install

**Royal Mail:**

Manual installation of unpackaged PCI software on up to 4 devices. customer facing.

**Network Rail York:**

Pre Deployment floor walking to ensure users have backed up data and ready for their deployment. Also completed rebuild of laptops & desktops in the evening

**John Lewis PLC Manchester:**

Deployment of windows 7 for over 300 pc’s, with cisco phones

**Santander Bank plc:**

Scripted rebuilds and new PC deployments via USB flash drive, assist with asset sheet, undertake standard PC installations and DE installations, escalate any build failures.

**Santander Bank Plc:** Assist engineers during out of hours’ deployment of computers with moving PCs and monitors, undertaking basic installs.

**R.E SOLUTION  LTD:**

**Oct 2013– Sept 2014** General desktop and laptop support in a windows 7 environment, performing scripted builds and deployment of PC hardware and software including data migration, configuring, and providing one-on-one desktop support to users in a new Windows 7 environment, Escalate IT issues to the IT Manager where necessary, Diagnose and resolve technical issues Setting up and configuring new laptops and desktops Install authorised software to laptops and desktops Ensuring security and upgrades are applied and kept up to date on desktops and laptops Antivirus installation to all desktops and laptops Fault-finding to laptops and desktops Reporting faults and maintaining logs on servers, desktops and laptops Completing internal user moves including phones Patching of network and phones Ensure all logs for equipment and users are maintained Setting up new users and disabling expired accounts in accordance with HR requirements

**Education:**

HND (Computing) HND Computing from Bradford College United Kingdom 2010 to 2012.

Bachelor of Commerce from Sindh University 2006.

Intermediate in Pre – Engineering from Allfalah College 2004.

Matriculation Science from Shafique Niazi High School 2002.

**Reference**: Can be furnished upon request.