Rashed M Shaker

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Technical Services Manager/Administrator

Customer focussed, qualified and accomplished IT support engineer. Highly academic qualifications with a Post Graduation Diploma in Computer Systems and Networking as well as a Bachelors of Science degree in Information Technology. A solutions determined professional with strong interpersonal skills and proven ability to deliver results within stipulated timeframes. Capable of transferring skills and knowledge using well-structured tools and techniques.

CORE COMPETENCIES & KEY ACHIEVEMENTS

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| * ServiceDesk Support | * SCCM Deployment and Administration | * VMware Administration | * Citrix VDI Administration and Branding | * AD and GP Administration |
| * Symetic Backup Administration | * Veeam Backup Administration | * Windows Server 2008 R2/2012 R2 Deployment and Administration | * O365, SharePoint Administration | * Exposure to NetApp (SAN) Deployment and Administration |
| * Skype for Business Deployment and administration | * Site Access Control and CCTV Administration | * Mobile Device Management (Merkai and Lightspeed) | * IMC, VLAN and switch configuration | * Citrix Xen server and VMs Administration |
| * Azure AD and Branding Administration | * Sophos AV Console Deployment and Administration | * Working in ITIL based environment | * Mitel VOIP Telephony Administration | * DHCP and DNS administration |

* Achieved 2nd / 3rd support status within first year of my employment and now working as team leader. This proves my struggle to improve, hunger for knowledge and understanding of leading IT technologies. I am always looking to progress to next level with my hard work and dedication.
* I have also worked in team responsible for IT Transformation Project which delivered the project well within agreed time and estimated cost.
* Completed PGDip in Computer Systems and Networking and have also achieved ‘A’ grade in the Bachelor’s IT degree.
* Progressed to Head IT and Maths Tutor within first year of my previous employment

CAREER HISTORY

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| --- |
| **Cuckoo Hall Academies Trust (Permanent)** |
| **Technical Services Manager/Administrator** |
| **Responsible for:**   * Managing operational activities of IT team by monitoring the requests reported to services desk. * Ensuring the team works in accordance with Trust’s policies and procedures. * Keeping good working relationship with managers, senior leadership team and customers. * IT systems are optimised for the Trust’s requirements, reducing costs and CSI. * Reporting and recording GDPR implications of new IT and not IT systems. * Building strong relationship with third party suppliers for successful and reliable service delivery. * Managing core IT systems including switches, Backups, Vmware, Citrix VDI, Microsoft Servers, firewall, MDM, Cloud based WiFi, VoIP system, Antivirus, SAN and Microsoft SCCM. * Taking lead on all IT projects from procurement to service delivery and support. * Training and upskilling of IT team to increase their capability to support existing and newly introduced technologies. * Resolving jobs/tickets escalated by 2nd line on services desk and meeting the SLA requirements |

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| **Cuckoo Hall Academies Trust (Permanent)** | **Nov 2016 - Present** |
| **2nd / 3rd Line Support** |  |
| **Responsible for:**   * Resolving jobs/tickets escalated by 1st and 2nd line on services desk and meeting the SLA requirements * Building, testing and managing SCCM windows 8/10 images * Automated application deployment using SCCM * Managing Device collections, Applications and Software Packages on SCCM * Building and managing Citrix VDI master image * Responsible for Citrix XenServer, VDI VMs deployment and delivery (PVS, Store Front, Delivery Console and Citrix Director) * Workedon migration and administration of managing VMware enterprise solution * Deploying and managing Windows 2008R2 and 2012R2 servers on VMWare * Monitoring server storage status and increasing storage if needed * Monitoring and resolving issues with Veeam Backups as well as Symentic backups(BackuExec) * Managing users, groups and computers on Active Directory * DHCP Scopes management, reservations if required * Creating and managing DNS entries * Office 365 administration (Managing mailboxes, public folders, permissions and distribution groups) * Microsoft Volume-licencing * HP IMC and switch management (Vlan tagging) * Creating and maintaining knowledge base include Technical guides for both IT staff and other staff members * Mitel VoIP phone user, voicemail and device administration * Skype for Business deployment and user support * Setup and administer cloud MDM solution (Mobile device management) * Apple Mac support * Managing Site access control systems and CCTV services * Third-party Vendor management |  |
| **TradeWind Recruitment / Cuckoo Hall Academies Trust (Contract)** | **Feb 2016 – Nov 2016** |
| **1st /2nd Line support** |  |
| **Responsible for:**   * Providing 1st/2nd line support to 300+ staff and 2000+ students across 5 academies * Taking phone call and registering call on service desk and meeting strict SLA’s * Resolving Interactive Whiteboard (IWB) issues (Promethean, Smart, Panasonic...) * Mass Windows deployment * MS office (2010/2013/2016) deployment and support * Educational software deployment and support * MIS Capita (SIMS) application deployment and user management * Providing Remote support (Impero, Tignt VNC) * Creating and updating Knowledge Base to tackle well known problems * Creating managing user guides for the staff * Asset management * AD password resets |  |
| **Intech Centre / Learndirect Online Learning (Permanent)** | **Oct 2013 – Feb 2016** |
| **Maths Tutor / IT Tutor(ECDL) / IT Technician / Life in the UK test supervisor** |  |
| * Managing IT and Maths learners’ progress * Providing support in Online and classroom learning * Maintaining office computers and network * Windows and Office installation * Repairing Laptops and building desktops * Invigilating Life in the UK test / C&G FS Maths & English / ECDL * Training staff to use in-office applications |  |
| **SSG, London (Contract)** | **Sep 2012 – June 2013** |
| **Door Supervisor/ Loss Prevention Assistant** |  |
| **Sam’s and Sky cars, London (Permanent)** | **Feb 2010 – Oct 2013** |
| **Service Desk Operator and Radio Controller** |  |
| **Information Technology Institute, Pakistan (Permanent)** | **May 2008 – Feb 2010** |
| **Project Manager (ICT)** |  |
| **Information Technology Institute , Pakistan (Permanent)** | **Sep 2007 – May 2008** |
| **IT Instructor/Tutor/Teacher** |  |

EDUCATIONAL HISTORY / OTHER QUALIFICATIONS

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| **Level 3 Award In Mathematics for Numeracy Teaching (QCF)** | **March 2015** |
| Star Training / Ascentis UK |  |
| **Certificate in Mathematics Level 2** | **January 2014** |
| Learndirect / City and Guilds UK |  |
| **Functional Skills in English Level 2** | **August 2014** |
| Learndirect / City and Guilds UK |  |
| **PG Diploma in Computer Systems and Networking** | **2010 – 2012** |
| University of Greenwich Maritime Campus, London |  |
| **B.Sc. in Information Technology** | **2003 – 2007** |
| University of Azad Jammu & Kashmir, Pakistan |  |
| **FCS (Computer Sciences)** | **2001 – 2003** |
| Government Boys Degree College Kotli (AK), Pakistan |  |
| **Matriculation / GCSE equivalent** | **1999 – 2001** |
| Al-Ghazali Secondary School of Sciences Kotli (AK), Pakistan |  |

Workplace / Professional Training

**ITIL Foundation V3 2017**

**SCCM 2012 R2 Training 2016**

**VMWare / VSphere Training 2016**

**Citrix VDI deployment and administration Training 2016**

**Mitel User and Device Configuration Training 2016**

**Veeam Backup Setup and Administration Training 2016**