**Jamil Mukadam**

**London**

**07541 699 399 - jamilmukadam@gmail.com**

**PERSONAL PROFILE**

A highly analytical and technically minded **IT Support Specialist** with over 9 years’ experience inface-to-face, remote and telephone **Customer Services**. Expertise in assisting, shaping and driving complex projects that deliver significant business value as well as being an empoweringproject leader setting and exceeding high standards using positivity, energy and clear focus. Thriving on tackling tough technical strategy challenges – realising robust solutions that add real development to business, budget and people performance whilst always striving to push and maintain quality standards. Completing all tasks with a clear, logical and practical approach - remaining productive during stressful times. Looking for a company and role that offers challenge, growth & progression.

**KEY SKILLS**

* Proven track record of delivering financial / accountancy support working with Senior Stakeholders – successfully delivering accuracy and precision under intense pressure
* Strong critical decision-making skills – able to build instant relationships based on trust
* Very good leadership qualities, motivational and strong team building skills
* Outstanding project management skills, excellent attention to detail abilities as well as an organised, methodical approach to work - able to delegate tasks, monitor quality and train staff
* Communication skills – demonstrating first class customer services, conflict negotiation and a dynamic, confident attitude working with people of all professional levels
* ITIL Environment Experience and Exposure
* Strong I.T skills – highly proficient in Office 365, Outlook 2003 – 2016, Microsoft RDP, Skype for Business, SharePoint, Windows Server 2003/2008/2012, Windows XP, 7, 8 and 10, OSX (Apple), iOS, Android and Windows Phone, SERVICE NOW, Jira and LANDesk.
* Exchange Server Management, VMWare, Auto Task, Cherwell, HP Service Manager, Ticketing System, Bomgar and RDP Remote Management, ESET Security, Active Directory, SCCM Deployment and Software, Active Roles, N-Able, TeamViewer, Server and Router Configuration, EPOS Systems (GK), Security and Firewalls, Telephony Systems, Bespoke Applications, Moodle and RIS Clinical Systems

**EMPLOYMENT HISTORY**

July 2019 – September 2019 Windows 10 Support and Floorwalking Specialist (Contract)

Office Depot International UK Ltd, Leicester

* Windows 10 Environment
* Managing a Team of 15 people
* Documenting Guides
* Floor Walking Support
* Coaching Users and Colleagues
* Change Management
* Time Management and Logging
* Planning Office Moves
* User Training Plans
* Desktop Support for Windows 10 Users
* Service NOW
* O365 Admin Training to Users
* Exchange and Office 365
* SharePoint Admin
* Skype for Business
* Migration Studio Service Management
* Staff Training Plans
* SCCM Management and Deployment

March 2019 – July 2019 Desktop Support Lead (Contract)

One Click IT, London

* Windows 10 Environment
* Managing a Team of 5 people
* Documenting Guides
* Floor Walking Support
* Coaching Users and Colleagues
* Change Management
* Time Management and Logging
* Desktop Support for All User Issues
* Service NOW Ticket Management
* O365 Admin Training to Users
* Exchange and Office 365
* SharePoint Training Sessions
* Skype for Business Training
* Service NOW Service Management
* Office 365 Administration
* Planning Office Moves
* User Training Plans
* Bloomberg
* Microsoft Server 2012 and 2008
* Microsoft Surface Pro’s
* Staff Training Plans
* Documenting Guides

November 2018 – March 2019 Windows 10 Desktop Support Lead (Contract)

Gardner Aerospace, London

* Deployment and Delivery of Windows 10
* Managing a Team of 5 people
* Documenting Guides
* Floor Walking Support
* Coaching Users and Colleagues
* Change Management
* Time Management and Logging
* Office 365 Administration
* Planning Office Moves
* User Training Plans
* IT Supply Management
* Office 365 Training and Documenting
* HEAT Service Management
* O365 Admin Training to Users
* Exchange to Office 365
* SharePoint Training Sessions
* Skype for Business Training
* HEAT Service Management
* Microsoft Server 2012 and 2008
* Microsoft Surface Pro’s
* Staff Training Plans
* Documenting Guides

May 2018 – September 2018 Desktop Support Engineer Lead (Contract)

CityFibre, Covent Garden, London

* Managing a Team of 7 people
* Direct Contact for Complaints
* BOMGAR Remote Management
* Onsite Client Management
* Fast Turnaround and Time Management
* Secure Government Systems
* Network Cabling
* Handheld Devices (iPhone and Android)
* IBM MAAS Administration
* HP and Ricoh Print Server Management
* Multiple Sites Management
* Major Incident Management
* Problem Management
* New Starters and Leavers Management
* Telephony Management
* SharePoint and Microsoft Teams
* 3rd Party Company Account Management
* Management of Ongoing and New Projects
* IT Budget Management
* Recruitment of New IT Staff and Training
* SharePoint and Skype for Business Training
* Microsoft Azure Environment
* Deployment and Delivery of Windows 10
* Management of Desktop Support Team
* Training Sessions on Office 365 Applications
* Floor Walking Support
* Coaching Users and Colleagues
* Change Management
* Time Management and Logging
* JIRA Ticket and Process Management
* Office 365 Migration and Skype for Business
* Office 365 Administration
* Windows 7 to Windows 10

February 2018 – April 2018 IT Windows 10 Deployment and Desktop Support Engineer (Contract)

Houses of Parliament, Central London

* Building Windows 10 Machines
* Customer Services and Complaints Handling
* SCCM Remote Management and Deployment
* Onsite Client Management
* Staff Rota’s and Planning Engineering Works
* Fast Turnaround and Time Management
* Secure Government Systems
* Networking
* Handheld Devices
* Exchange Server Management
* Print Server Management
* Multiple Sites Management
* Leading Staff in a Complex Environment
* Incident Management
* Problem Management
* Deployment and Delivery of Windows 10
* Management of Deployment Rota and Schedules
* Training Staff on Process Management
* Floor Walking Support
* Coaching User and Colleagues
* Change Management
* Time Management and Logging
* Implementing Cherwell Management
* Active Directory Management
* Office 365 Migration and Skype for Business
* Office 365 Administration
* Escalation Procedures to 3rd Party Companies
* Windows 7 and Windows 10
* Creating New Procedures for SLA’S

November 2017 – January 2018 IT 1st and 2nd Line Support Engineer (Contract)

Selfridges Retail Ltd (Head Office), Leicester

* Customer Services and Complaints Handling
* IP Phone Systems (Mitel)
* SCCM Remote Management and Deployment
* Onsite Client Management
* Staff Rota’s and Planning
* Fast Turnaround and Time Management
* Sales System Software Admin
* DHCP, Exchange 2007/10, Desktop PC’s, Laptops,
* D-Link Routers.
* Handheld Devices
* Exchange Server Management
* Print Server Management
* Card Machine Management
* Managing IT Face to Face and Remotely
* Group Policy Management
* Training Staff on EPOS Systems
* HEAT Service Management
* Implementation of Service NOW
* Active Directory
* Office 365 Migration and Training Documents
* Office 365 Admin
* Escalation Procedures to 3rd Parties
* Windows 7 - 10 and Server 2008

and 2012

* Creating New Procedures for SLA/S

August 2017 – October 2017 IT 1st and 2nd Line Desktop Support Analyst (Contract)

Medical Research Council, Central London

* Customer Services and Complaints Handling
* IP Phone Systems
* SCCM Remote Management
* Onsite Client Management
* Staff Rota’s and Planning
* Fast Turnaround and Time Management
* Medical System Software Admin (Objective and Minerva)
* DHCP, Exchange 2007/10, Desktop PC’s, Laptops,
* Netgear Routers.
* Handheld Devices
* Exchange Server Management
* Print Server Management
* Xerox Printer Support
* Desktop Support and Call Logging
* Managing All Onsite IT Face to Face and Remote
* Group Policy Management
* Training Staff on Escalation Processes using

ITIL Framework and Language

* Time Management and Logging
* Implementing Cherwell Service Manager
* Active Directory
* Office 365 Migration and Training Plans
* Office 365 Admin
* Escalation Procedures to 3rd Party Companies
* Windows XP/7/8/8.1/10 and Windows Server 2008

and 2012

* Creating New Procedures for Service Level Agreements
* Complaints Escalations

June 2017 – July 2017 IT 1st Line and 2nd Line Support Analyst (Contract)

**Quiss Technology Ltd, Tamworth**

* Customer Services and Complaints Handling
* Fast Turnaround and Time Management
* Training Staff on Escalation Processes using ITIL Framework and Language
* DHCP, Server 2008, Exchange 2007/10, Desktop PC’s, Laptops,
* Tablets and Printers, Routers, Switches.
* Exchange Server Management
* Print Server Management
* LANDESK Management
* Desktop Support and Call Logging
* IP Phone Systems (Avaya and Cisco)
* Bomgar Remote Management
* Onsite Client Management
* Managed Service Provider for Legal Sector.
* Group Policy Management
* ITIL Environment
* Time Management and Logging
* Use of HP and Cherwell Service Managers
* Active Directory and Exchange Server Extensive Use
* Escalation Procedures to 3rd Party.
* Windows XP/7/8/8.1/10 and Windows Server 2003,

2008 and 2012

* Working to Strict SLA’s
* Complaints Escalations
* Fast Turnaround and Time Management
* Legal System Software Admin (Peppermint, CMS)

November 2016 – May 2017 IT 1st Line and 2nd Line Support Analyst (Contract)

Alliance Medical Ltd, Warwick

* Customer Services and Complaints Handling
* ITIL Environment
* Managing and Leading Service Desk Staff and Rota’s
* Time Management and Logging
* Use of HP and Cherwell Service Managers
* Training Staff on Clinical Systems and Time Managing 1st Line.
* DHCP, Server 2008, Exchange 2007/10, Desktop PC’s, Laptops,
* Tablets and Printers, Routers, Switches
* Exchange Server Management
* Print Servers
* LANDESK Management
* Desktop Support and Call Logging
* Active Directory Extensive Use
* Decision Making and Escalations
* Windows XP/7/8/8.1/10 and Windows Server
* Working to SLA’s
* Customer Services and Complaints Handling
* Fast Turnaround and Time Management
* Clinical Systems Administering

September 2016 – November 2016 IT 1st Line and 2nd Line Support Analyst (Contract)

Lloyds Pharmacy Head Office, Coventry

July 2016 – August 2016 IT 1st Line/2nd Line Support Engineer (Contract)

Leicestershire County Council, Leicester

March 2016 – June 2016 IT 1st Line and 2nd Line Support Engineer

Clairelogic Corporate Ltd, Oxford

**September 2014 – March 2016 IT 1st Line and 2nd Line Support Engineer On Site**

**Clothing Company Ltd, Leicester**

**January 2013 – September 2014 IT 1st Line and 2nd Line Support Engineer On Site**

**Leicester Islamic Academy, Leicester**

**EDUCATION & TRAINING**

**Sept 2011 – Jun 2012 ICT BTEC – Distinction\*** - **Regent College, Leicester**

**Sept 2010 – Jun 2011 Biology, Chemistry, Electronics & ICT. (B, A, A, A\*)**

Wygesston Queen Elizabeth I College, Leicester

**Sept 2005 – Jun 2010** The Lancaster School, Knighton Lane East, Leicester, LE2 6FU.

**Triple Science (Biology, Chemistry, Physics), ICT, Philosophy & Ethics, Geography, English Language & Literature and Math’s (B, A, A, A\*, B, C, C, C)**

**INTERESTS**

I enjoy many sports such as Badminton, Squash, Tennis and Football in which I play with family and friends - I can speak multiple languages in addition to English (Urdu and Hindi). I enjoy having the latest high tech gadgets and testing/reviewing new systems and handheld devices. As well as this I am very interested in self-improvement and personal development – believing dedication and self-motivation to be the key to success. I love to meet new people and have a good sense of humor - always looking for the next new adventure and challenge - an attitude I’m sure would be of great benefit to any potential employer.

**REFERENCES AVAILABLE ON REQUEST**