**Danish Usmani**   
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As an experienced SC cleared Network Engineer my combination of knowledge and hands on experience ideally places me to improve reliability, productivity and ensure constant and consistent development. Support and troubleshooting are second nature, resulting in fewer and less frequent connectivity issues for a wide range of networks.

**TECHNICAL SKILLS**

Citrix Xen App, Remedy, MS-Exchange Server 2003/2007, Active Directory 2003/2008, Microsoft Office Suite 2003/2007/2010/O365

**EDUCATION**

University of Wales Institute, Cardiff 2006 – 2008 MBA

University of Punjab 1998 - 2001 BSC(Hon) Computing

# PROFESSIONAL EXPERIENCE

**March 2019 – To Date,** Senior Desktop Engineer, **Bank of England**

* Responsible for managing and maintaining all desk side technologies.
* Using Smart IT ticket logging software to log calls in the defined groups, for queries related to 2rd line support in an efficient way
* Carried out proactive monitoring to ensure that end-user connectivity is always guaranteed, and business continuity/SLAs is maintained
* Providing support for smart phones and tablets
* Sharing knowledge with team colleagues
* Software Installations/Upgrades for Users in Network.
* Providing hardware support from PC/laptop rebuilds/builds, troubleshooting various hardware and implementing fixes.
* · Refreshed Windows 7 laptop to Windows 10
* Providing 2nd operational support for IT Hardware, Software and Operating System including Telephony support to 3000 users onsite and virtual
* Providing Avaya IP Telephony support including configuring new phones, creating voicemail account, reset voicemail password and change name on phone.
* Dealing with incoming incidents in professional, courteous manner in Smart IT, over the phone and via email
* Outlook support, Lync, Skype, Citrix XenApp, Printers and scanners, Cisco, VPN, IE, Bitlocker, Chrome, SharePoint and iPhone/iPad.

**Nov 2018 – Feb 2019** Desktop Engineer **Nomad Foods Limited**

* Unboxing of PC Computers, Laptops And accessories
* Assembling of Computers, Laptops
* Copying user’s profile, data, favorites folders into One Drive
* Setup Bit locker on user’s Laptops, Tablets
* Installing Computers at user’s desk, securing them with lock and tidying up cables
* Providing IT support to users after Installation in relation to PC Replacement work to make sure computer working to user’s satisfaction
* SCCM Support.
* Mapping share drives
* Configure, troubleshoot and support Outlook 2013/16
* OneDrive configured backed up their data from their old device onto OneDrive.

**April 2018 – Nov 2018** Desktop Technician **London Bridge Hospital (HCA Healthcare UK)**

* Unboxing of PC Computers And accessories
* Assembling of Computers
* Active Directory, VMWARE, Mac, Dell, Lenovo, Xerox/RICOH/HP printer supports.
* Installing Computers at user’s desk, securing them with lock and tidying up cables
* Providing IT support to users after Installation in relation to PC Replacement work to make sure computer working to user’s satisfaction
* SCCM Support.
* Mapping share drive
* Giving support to MacBook pro and MacBook air
* Deploy Mac high sierra operating system on mac machine.
* Configure user profile, assign admin right to the user.
* Configure, troubleshoot and support Outlook 2013/16

**January 2018 – March 2018** Desktop/Migration Engineer **CQC Project**

* Lenovo Thin Client Laptop OS 10 Deployment & Configuration
* Unboxing of PC Computers And accessories
* Active Directory, Bit Locker, Outlook, RAS and Setup Juniper Client.
* Providing support on Windows 10 and Office 365 to users after migration
* Installing Laptops at user’s desk, securing them with lock and tidying up cables
* Providing IT support to users after Installation in relation to PC Replacement work to make sure computer working to user’s satisfaction

**June 2017 – December 2017** Desktop/Migration Engineer **MoJ**

* Desktop OS 10 configuration
* Unboxing of PC Computers And accessories
* Assembling of Computers
* Providing support on Windows 10 and Office 365 to users after migration
* Installing Computers at user’s desk, securing them with lock and tidying up cables
* Providing IT support to users after Installation in relation to PC Replacement work to make sure computer working to user’s satisfaction

**November 2016 – May 2017** Desktop Technician **London Bridge Hospital (HCA Healthcare UK)**

* Unboxing of PC Computers And accessories
* Assembling of Computers
* Installing Computers at user’s desk, securing them with lock and tidying up cables
* Providing IT support to users after Installation in relation to PC Replacement work to make sure computer working to user’s satisfaction
* Encrypted Hard drive
* Configure, troubleshoot and support Outlook 2013
* Mapping share drive

**September 2016 – October 2016** Desktop Engineer **Bank of EMIRATES-NBD**

* Desktop OS configuration
* Printer configurations.
* Unboxing, installed machines and deployed
* Other Network support and windows operating systems rollout of desktop upgrades.
* Cable patching connect to the network
* migrate user profile
* Mapping USB Printer and share with different user.
* Outlook desktop support.
* Providing support on Windows 7 and Office 2010 to users after migration
* Resolving Temporary Profile issues both in Windows 7 and Windows XP.

**September 2014 – AUGUST 2016** Desktop Support Engineer **KMP Ltd.**

* Unboxing installed machines and deployed.
* Implementation Windows 7 and XP desktop migration projects, Floorwalker and BAU
* Outlook desktop support.
* Provide onsite hardware and software troubleshooting and support.
* Configure, troubleshoot and support Outlook 2010

**PERSONAL DETAILS**

Full UK Driving Licence (Clean) with own transport.

**REFERENCES**

References are available on request