**MOHAMMED WALEED CHOUDHRY**

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Profile

A competent IT support professional with a proven track record of providing specialist technical and helpdesk support. Extensive experience of working in the front-line helping clients and colleagues resolve complex technical IT issues. Possessing excellent client facing skills, natural problem solving and analytical skills and able to contribute to the development of best practice, procedures and policies within a company.

Currently looking for a suitable IT support position with an ambitious organisation.

Work Experience

**Medical Research Council Holborn, London**

**IT Contractor – Desktop Support + AV Specialist April 2019 – Present**

Reporting directly to the line manager and collaborating closely with other IT team members and Reception staff, responding to queries in a timely and accurate manner and resolving queries to the user’s satisfaction within the organisation.

**Duties:**

* Imaging Laptops/Machines via SCCM
* Update of Applications via Microsoft Software Centre
* Managing/Maintaining Conference Centre: 14 Conference Rooms
* Troubleshooting/Maintaining conference centre hardware: Clear one Phone Systems, Cisco Desk Phones, Spider Phones, Cameras etc
* Troubleshooting/Maintaining conference centre Software: Roll out of latest IM i.e. Zoom, Cisco Web Ex and Skype For Business (Teams)
* Cable Management in all conference rooms and making changes as according to client needs
* Resolving IT Support issues, aiming to resolve as many calls as possible as first point of contact
* 1st and 2nd line support via email and telephone to all clients across the board
* To try and fix 3rd line support calls but where access is limited forward to 3rd line support
* Supporting Win10 Enterprise Edition/Server 2008 R2
* Active Directory – User Admin
* Proactively looking at ways to improve customer process and support operations
* Recognizing and notifying management of any incorrect process or support operations Troubleshoot and Customize 365 Applications including Word, Excel, OneNote and Skype for business, Outlook and Power Point
* Office 365 Support, Maintenance and Administration (Account Provisioning, Mailbox Conversion, Calendar Maintenance and distribution group creation)
* OneDrive and SharePoint Administration and Maintenance (Creating and Managing SharePoint Groups and Permissions for Domain Users)
* Active Directory support and Administration (Group Policy, Permissions, Account Provisioning)
* Involved in the rollout of software updates and patches and Testing
* Helping the existing IT team in developing the infrastructure and systems to meet the company’s needs

**Quality Compliance Systems Ltd. Uxbridge, London**

**IT Apprentice – Desktop Support Engineer Sep 2016 – April 2019**

Reporting directly to the CTO and collaborating closely with other IT team members. Responding to queries in a timely and accurate manner and resolving queries to the user’s satisfaction in an organisation of 40 employees (90+ devices).

**Duties:**

* Responsible for diagnosing & resolving hardware, software & end user problems as 1st and 2nd line support.
* Troubleshoot and Customize 365 Applications including Word, Excel, OneNote and Skype for business, Outlook and Power Point
* Office 365 Support, Maintenance and Administration (Account Provisioning, Mailbox Conversion, Calendar Maintenance and distribution group creation)
* OneDrive and SharePoint Administration and Maintenance (Creating and Managing SharePoint Groups and Permissions for Domain Users)
* Active Directory support and Administration (Group Policy, Permissions, Account Provisioning)
* Acting as the first point of contact for all IT & technical queries including Salesforce and New Voice Media telephone systems.
* Working within a TCP/IP network environment, including DHCP, DNS and ethernet.
* Involved in the rollout of software updates and patches.
* Communicating with third party technical specialists.
* Configuring and managing backup & restore procedures.
* Developing the infrastructure and systems to meet the company’s needs.
* Sourcing all IT equipment of desired specifications at lowest possible prices.
* Provide secondary support for LAN administration.
* Responsible for carrying out new staff joining procedures related to IT and carrying out IT induction training for new staff.
* Deploying new hardware, server backups & evaluating new software & security risks.

**Professional Certifications**

* Microsoft Office Specialist
* CompTIA Security Plus

**Courses undertaken:**

**Virtual University (Apex Institute for Higher Education):**

* Diploma in Graphic Designing

**Corvit Systems:**

* Gained Knowledge in CCNA (Cisco Certified Network Accounting)
* Gained Knowledge in Linux Administration (only Practise)

**Education**

Uxbridge College 2016 – 2017 (Academic Year)

Advance Level Apprenticeship in IT, Software, Web & Telecoms Professionals

* Level 3 Diploma in ICT Professional Competence
* Certificate in ICT Systems and Principles

**NCFE Functional Skills Qualifications**

* English at Level 2
* ICT at Level 2
* Mathematics at Level 2

**Southall College 2015-2016 (Academic Year)**

* BTEC Level 2 ICT overall Distinction\*

**Punjab Group of Colleges 2012-2014**

* Intermediate in Computer Sciences (I.C.S)
* C Language (C++)

Laraib School System 2009 – 2011

* Matriculate – Equivalent to GCSE and AS Level.

Villiers High School – 2006 – 2008

* Two years of Secondary School before moving to Pakistan for further studies

**Interest and Hobbies**

Outside of work, I like to socialise with friends and family. Keep up to date on current technical affairs. I like to spend time keeping my car well maintained and up to date. Football fanatic.