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| **Umar Akhtar** | | |
| Nationality: British  Mobile: 07951686287  Email: umarakhtar18@hotmail.com |  | London,  Middlesex,  HA8 5LJ |
| Overview  |  | | --- | | IT professional with over 4 years of IT support experience, with proven technical and analytical skills, underpinned by academic and professional studies. |  Professional Training and Qualifications  |  |  |  | | --- | --- | --- | | **2018** | CompTIA A+ Certification |  | | **2015** | CompTIA Network+ Certification |  | | **2012 - 2015** | Middlesex University Bachelor of Science, Computer Networks (2:1) |  |   **Career Details**   |  |  | | --- | --- | | **March 2019 -**  **July 2019** | **IT Support Engineer**  ***Blue Mountain Capital - London, UK*** |   Responsibilities:   * Provided timely support for 100+ end users in London and New York offices * Support for Bloomberg terminals * AV Support in conference rooms in London/New York * Support on all technical issues in a Windows Environment * Assisted in server migration between data centre and local office  |  |  | | --- | --- | | **Jan 2016 -**  **March 2019** | **IT Helpdesk Representative**  ***Wimberley Allison Tong & Goo (WATG) - London, UK*** | | Reporting to Senior Director of Information Systems, with responsibility of leading the London office  Responsibilities:   * Independently provide support to 100+ end users for onsite and remote users such as in Singapore, Dubai, and New York offices * Face of IT in London office representing Global IT team and attend monthly meetings with Senior Management * Documentation of all work in internal IT ticketing system and IT inventory system * Management of AD Manager Plus, Active Directory Users, Computers, and Groups * Management of Office 365 Exchange and Admin Centre * Management and support for Multi-Function Printers (MFP) A0 Printers * Installation and support for Autodesk and Design Products * Deployment of software with remote tools such as PDQ Deploy * Server Racking, installing, and configuring Server 2016/2012 and UPS setup * Liaison with electricians, AV, cable, Dell, and HVAC contractors * IT project execution and support in Office 365 Migration, Windows 10 Upgrade, Tower/Laptop spec builds * Provided 24/7 dedicated support in emergencies and IT maintenance * Created documentation to meet needs of end users * Management of IT inventory assets and purchasing/procurement | | | **2015**  ***3 months*** | **IT Help Desk Intern**  ***Petroleum Marketing Group (PMG) - Washington DC, USA*** | | * Provided timely Help Desk support for all technology needs to over 500+ end users in person, over the phone, and with remote access tools * Documented all work in IT Ticketing System * Managed Active Directory Users, Computers, and Groups * Assisted in maintaining inventory of IT assets * Performed new user setups and computer migrations * Performed PC maintenance to optimize performance and increase security * Analyzed, quarantined, and removed virus infections * Prioritized and escalated issues reported via the Help Desk telephony hunt group * Adhered to Petroleum Marketing Group IT SLA’S | |   **Technical Expertise**  **Operating Systems and Servers:**   * Windows 10/8/7, macOS, Windows Server 2016/2012, VMware ESXi, Apple iOS, and Android   **Network:**   * Active Directory, LAN/WAN, LANSweeper Internet/Intranet, VPNs, TCP/IP, DNS, DHCP, FTP, Firewalls, Routers, Switches, UPS, Wireless Access Points, Wireless Encryption Methods, and CAT5e/CAT6 cable termination   **Hardware:**   * Installing, troubleshooting, and repairing all components of Desktops, Laptops, and Printers, Tablets, Wacom devices * VoIP Telecommunications (ShoreTel, Cisco) and Mobile Phone management (iPhone, Android)   **Software:**   * Office 365, AD Manager Plus, OWA, Skype for Business, Microsoft Teams, Mimecast, OneDrive, Adobe, Autodesk, PDQ Deploy, Sharefile, Newforma, GoToMeeting, Cisco WebEx, ShoreTel Director, Windows Deployment Services (WDS), IT Ticketing Systems, Backup solutions, Antivirus solutions, Group Policy, PowerShell   **Remote Access Technology:**   * Remote Desktop Connection, LogMeIn Central, Team Viewer, Bomgar  |  |  |  | | --- | --- | --- | |  |  |  | | | |