**Kishan Lakhani**

44 The Fairway, Northolt, London, UB54SL

Mobile 07780555115

Email: [Kishan.lakhani@me.com](mailto:Kishan.lakhani@me.com)

**Professional Profile**

Enthusiastic, self-motivated and customer orientated graduate seeking “IT Support Analyst” whom is passionate about IT, continuously keeps up with the latest technology and has vast multi-sector experience in this field.  Excellent written and verbal communication, analytical and IT problem solving skills. Highly efficient and used to working in a fast-paced environment KPI driven environment. Continuously exceeding targets and can work well individually and as part of a team. Dedicated to continued professional development and frequently imparts evolving knowledge and skills to team to enhance and optimise existing processes. Along with a very high customer focused attitude but also knowing when to prioritise time efficiently and multi-tasking with various issues from different level of custom within the organisation from graduates, senior engineers and VIP’s. Capable off working under immense pressure and able to handle various IT situations that arise on a day to day basis.

**Career Summary**

**10/2009 – Present IT Support Analyst - Ova Arup & Partners**

* Providing 2nd line support for around 3000 users across our London offices.
* Dealing with various day-to-day walk up IT issues.
* Assisting with VIP’s and VIP business administrators with daily issues that occur.
* Supporting various staff members and finding out the correct solution in a short space of time.
* Aiding/resolving issues with users to connect remotely via Cisco AnyConnect VPN Client, when working at home or on site.
* Using OSD for machine builds and rebuilds.
* Installing software via website shopping facility, using SCCM and troubleshooting; installing and removing SCCM, looking into logs and cache folders in windows to find the issue. Also troubleshooting design software such as Autocad, Navisworks, and Revit.
* Troubleshooting wireless issues for company laptops to connect to the internal wireless network.
* Using Microsoft lync, VNC, Bomgar to connect to user’s machines.
* Daily hardware issues with laptops/desktops.
* Dealing with daily hardware failures or operation system issues and then speaking to HP or Dell running diagnostics and resolving the issue.
* Supporting our AV/Meeting rooms
* Operating with the team leader with our hardware warranty change over policy.
* Supporting Printers/plotters for users, troubleshooting and installing. Help implement new printer project roll out. Aiding in setting up scan areas on printers for users of specific groups.
* Adding Computers to AD, and administering user accounts, user permissions.
* Moving/disabling/enabling computers, users into different groups within AD
* Applying permissions or restricting access and using security groups within AD.
* Logging and tracking all IT/technical issues, using Service-now.
* Managing personal KPI’s that are set and completed daily.
* IT hardware ordering for London (HP/Dell).
* Assigned to providing support to all VIP’s with any hardware/software/mobile issues.
* Out of hours’ support.
* Working closely with IT Orders to make sure all machines are software compliant
* UK Mobile Manager – Dealing with daily mobile issues within the UK.
* Managing all accounts on MobileIron (MDM) to make sure they are compliant
* Configuring all iPhone, Android and Tablet devices using MDM and Wandera.
* Support all UK system managers in troubleshooting any issues with our mobile fleet
* Close relation with our network provider EE to manage our mobile fleet

**Projects completed**

* Windows 7 migration from XP
* Windows 10 migration from 7
* Microsoft Office 2010 to 2013
* Microsoft Office 2013 to Office 365/2016
* Mobile phone rollout for all UK users. (moved from O2 to Vodafone) reconfiguring devices and installing customer profiles back on the new devices.
* Mobile phone rollout for all UK users. (moved from Vodafone to EE) reconfiguring devices and installing customer profiles back on the new devices.

**09-2008-2009 Sales Consultant/Team Leader – Orange**

* Lead a team of 5 in store.
* Set targets for the team to make sure daily/weekly were completed.
* Achieving all personal and store KPI’s that were set.
* Providing knowledge on all products that were sold in the store.
* Strong communication between myself and store manager.

**08-2007-2008 Sales Consultant – Welcome Finance**

* Achieve personal KPI’s on a weekly/monthly basis.
* Manage appointments to ensure customer satisfaction.
* Follow on leads that might be sent by other stores.
* Providing a fantastic level of customer service to meet customer requirements

**Education**

**2004-2007 London Metropolitan University**

Business Information Technology – BSc (Hons)

**2001-2004**

Intermediate and advanced level Information Technology Management

**Interests**

I like to travel, meet new people and learn about different cultures. I also enjoy taking part in extreme sports.

**References**

References are available upon request