Imran Ahmed

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# Professional Profile

An established Information Technology Engineer looking to progress and continue within my professional development. My skills including Technical Support, IT Service Engineering, Microsoft / Cisco Support, some 1st/2nd Line, Hardware / Software, Networking, B2B, Management, Mechanical Engineering, Training and Development, Reports and Administration.

# Professional Experience

**December 2018 – Current IT Technician**Electronic Waste Recycling (EWR)

**Key Responsibilities:**

* **Repair / Diagnostics**- Working closely with clients in diagnostics and repairing of faulty machines / equipment, this involves all orders to be completed within a set time.
* **IT Support**- Laptops, PC Servers, Printers, Cisco Switches, Cisco Routers, Network Switches
* **Service Level Agreement**- to ensure all repairs are completed by deadlines set out for stakeholders / clients.
* **Project Management**- Key role in taking lead of various departmental projects ongoing such as builds for Tesco.
* **Telephonic / Email Support**- Ensuring all client enquiries over various mediums are responded to within service levels.
* **Managing Ebay Store**- Processing orders, writing VAT receipts, shipping, responding to customer queries.
* **Training-** Facilitation of in-house training and business development through specific guidelines set out by learning and development.

**July 2016- December 2018 IT Technician**

Computacenter

**Key Responsibilities:**

* **Major Rollout Project-** Mainly Lloyds Banking group, other projects involved builds for Barclays, Network Rail, Rolls Royce, Sky, Post Office,
* **Technical Configuration-** Building PC’s, servers, laptops, iPads and other electronic peripherals to customer specifications including all IT related services.
* **Software skills-** ITSM, SCCM, Inventox, SAP
* Lloyds Bank Security Cleared

**September 2015- June 2016 Pharmacy Assistant Manager**

Bennetts End Surgery

**Key Responsibilities:**

* **Medication Dispenser**- Supplying of medication incl. controlled drugs, distributing and ordering patient medication.
* **Reporting**- Distributing monthly reports for the senior management team.
* **Administrative-** Working very closely with Doctors, chasing up patient requests / reports.

**May 2012- August 2016 Manager**

Pizza Hut

* **Management-** Coached and managed the staff for the Hemel Hempstead branch.
* **Health and Safety-** Responsible for competently leading Health and Safety functions within the building.
* **Risk Assessment-** Trained to ensure risk of staff members is controlled.
* **Operations-** General maintenance of the store, opening and closing, banking, payroll, preparing staff wages.
* **Performance Review-** Monitoring employee performance throughout their training period and providing on-going and constructive feedback to aid their professional development.

**September 2014- January 2015 Customer Advisor**

Euro Car parts

* **Customer Relations-** Collection / Delivery of parts to and from customers.
* **Operations-** working in line with the Operations Manager in routine warehouse duties such as Managing Stock, Administration etc.

**March 2011- September 2011 Sales Executive**   
Everest

* **Sales-** Working in a highly pressured environment selling home improvement products**.**
* **Target-** Commission based role, KPI

**September 2010- February 2011 IT Apprentice**

Zenos

* **Technical Support-** Fault Finding, Diagnostics, Hardware / Software Installation, Networking and Security.
* **Training-** CompTIA A+ Certified IT Technician.
* **Microsoft-** Microsoft Office trained, including 1st line support training.

# Image result for comptia a +Education

**Health and Safety Certified**  2019

**CSCS Card** 2019

**Zenos IT Academy** 2011

CompTIA A+ Certified IT Technician

**West Herts College** 2008-2010

BTEC National Diploma in Motor Vehicle Technology  
BTEC National Award in Motor Vehicle Technology

**Nicholas Breakspear School** 2003-2008

GCSE 8 A\*-C incl. Maths, English, Science

# References available on request