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**Profile**

An amicable, adaptive, motivated, committed and proactive worker with a can do attitude. Exceptionally keen to learn and excel in the analytical data field. Has an abundance of self-initiative and a calm attitude. Possesses exemplary communication skills, both written and verbal and has excellent customer interfacing skills.

**Qualifications & Training**

▪ SAS Programming 1: Essentials

▪ SAS Programming 2: Data Manipulation Techniques

▪ SAS Macro Language 1: Essentials - MAC1

▪ SAS SQL 1: Essentials – SQL

* RHCSA

**Professional Certifications**

* SAS Certified Base Programmer for SAS 9
* Cisco Certified Network Associate (CCNA)

**Skills**

I**nformation Technology**

* **SAS:** Base SAS programming, SAS Macro, SAS PROC SQL
* **Linux:** Users and Group Management, File Permissions, Tools and Scripting: vi/vim, nano, Sed & Awk programming, Shell scripting with Bourne (sh), BASH (bash) shells , Installing/Configuring.
* **Networking**: TCP/IP, VLANs, Routing Protocols: RIP v1 & v2, IGRP/  EIGRP

& OSPF routing protocols, DNS, NTP, DHCP, DNS, Samba Server / FTP / VSFTP, TFTP, SNMP.

* **Windows:** Good knowledge of Microsoft based operating systems with emphasis on Windows 7/10 and MS Server
* Knowledge of Active Directory (AD)
* Experience troubleshooting MS Office
* Remote Access tools such as Remote Desktop / SCCM
* **Other:** Windows XP, Microsoft Word, Excel, and PowerPoint.

**Customer Service Skills**

* Strong customer service ethos – Treating them how I would like to be treated.
* Maintain high levels of incident ownership through the incident lifecycle to a satisfactory Customer resolution.
* Ability to work well with people
* Strong communications skills
* Excellent organisational skills
* Ability to quickly establish good working relationships with clients
* Willingness to sometimes work unsociable hours
* Patient and ability to work under pressure.
* A logical mind/Excellent problem solving skills
* Enthusiasm for continual learning

**Work Experience**

Dec 2018 – Present

**Ultima Business Solutions**

2nd Line On-Site Support Engineer

* Hardware/Software support
* Building/re-building Laptops using SCCM
* Supporting companies such as Toyota, BMW, The FA Wembley
* Active Directory and Exchange
* Office 365 Admin, RSA admin
* Kaspersky Console Centre admin

2018 – Present

**One Advanced**

DSA (Desk Side Assist-Engineer)

* Providing second line support to end-users and customers
* Troubleshooting and resolving front line issues and queries
* Ensuring timely resolution of requests in line with our Service Level Agreements (SLA)
* Escalation of requests/issues where necessary
* Logging of incidents, service requests, changes and problem tickets in our support platform (Remedy)
* Taking ownership of tickets and ensuring successful completion within stated SLA
* Co-ordination of issue resolution to agreed service levels and targets
* Creating/updating training material, quick tip sheets and other documentation

2017 – 2018

**One Advanced**

**Service Desk Analyst**

* Provide 1st / 2nd line IT support to our valued customers.
* Ensure an exceptional level of customer service and happiness
* Fix and resolve IT issues and Queries
* Communicate with the 2nd and 3rd line teams, to seek advice and solutions or to escalate bigger problems.
* Ensure timely resolution of requests in line with agreed SLAs
* Escalation of requests/issues where necessary
* Promote the Service Desk in providing a one-stop service support solution

2014 – Present

**Sleepy Sportz**

**Managing Partner**

* Acquired License from Leinster Rugby and Munster Rugby team to produce baby wear for using their logos.
* Supplying all around Ireland including Life Style Sports and retailers

2010 – Present

**Alpine Grindings Pvt**

**Managing Director**

* Coordinating the operations of different departments & teams to ensure that they all pull in the same direction.
* Regularly reminding every employee of what is acceptable and unacceptable behaviour in the workplace.
* Ensuring that members of staff correctly interpret and implement any instructions given to them whilst at work.
* in charge of logistics, which incorporated loading the material onto the transport conveyance, organising inspection via a large organisation called SGS Group who certified the material, quantity and weight.
* Source companies and contacting to arrange TTMs in their country of choice, giving me a chance to travel to countries like India, Bangladesh and even Dubai.

2008 – 2010

**NWIX group Ltd   
IT Level 1 Support**

* Supported blue chip companies to provide a sound layer 2 network which

panned from London, North West England out to Europe.

* To provide twenty-four hour monitoring, raising tickets, escalating issues when necessary and regularly updating them with the latest occurrences due to faults or maintenance either by the company, customers or third party providers.
* Key roles also included keeping within the SLAs, making sure time was kept correctly, which meant pro-active customer interaction was the basis of my role at NWIX.
* This role enabled me to build good relationship with customers, and also a confident one where they feel they could rely on our reliable support.

**2005 - 2007 Alpine Grindings Pvt.**

**Logistics/Sales**

**2002 – 2005 Future Homes.  
Sales negotiator**

**1997 – 2002 ICT Group Ltd.  
Help Desk/Customer Support Operative & Team leader**