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| Emal Sultani  [39B Enderley Road] [Harrow], [Middlesex] [HA3 5HF]  Nationality: [Dutch]  M: [**07506707687**] E: [Emalsg@protonmail.com] | **ES** |

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| Profile | I am a determined and highly organised individual, with a strong work ethic, and proven ability to manage projects, currently seeking roles to extend my expertise to a wider variety of industries. Throughout my previous careers, I have proven to be trustworthy, responsible and reliable, and as a graduate have acquired problem-solving skills and developed an analytic and open mindset. Self-motivated, determined with precision and keen attention to detail. For my final graduate project, I developed a Java Banking Application in NetBeans. |
| Experience | IT Service Support , InfoSysBerlin ,Germany -- FEB 2019 - Current  * Exchange 2007 / 2010 / 2013 * MS Office * ITIL DUTCH&ENGLISH * RSA Security * SPARC- SAP support * End user devices setup and support, (PCs, mobile devices) * Ad-hoc IT tasks, patching, updating, troubleshooting, software/hardware installations, hardware diagnostics, etc. * Third-party support liaison * Being the first point of contact resolving all IT related support issues via telephone, email or in person * Ensuring all issues are dealt with promptly and professionally * Provide technical remote support on all hardware and applications * Ensuring all users are kept updated on progress with tickets * To escalate calls internally and with third parties  IT Application Support , BigHandLondon Bridge, London -- AUGUST 2018- DECEMBER 2018  * Active Directory management * Microsoft Office Suite support * Registry modifications * Certifications manager * Hyper V * Escalations * ITIL  IT Support Engineer, MajesticWatford, Herts -- AUGUST 2017- AUGUST 2018  * Supporting internal staff with technical and functional enquiries such as hardware, software, and networks updates/upgrades/installations and maintenance on both Mac and Windows operating systems. * Setting Laptop/PC/Mobile for users which include IBM applications. * Adding/Managing users’ mobiles on centralised platform Mobile Iron. * Patching networks routers and checking on Meraki Portal for status of Network devices. * Maintaining Mitel phone systems and setting up users on Mitel Portal * Logging/solving/updating tickets on online web application FreshDesk, via email, phone or in person. * Managing google suite. * Adding users to AD groups and managing windows Server 2003. * Setting up and managing ESET security on Windows and MAC OS.  IT Support Desk Analyst, CyntergySunbury, Middlesex -- Jan 2017-June 2017  * For our client Holland and Barret we provided thorough technical support on their Cisco routers, POS systems, Back Office Systems, Printers/Landlines/IPad/Laptops and other In-House applications and use remote desktop applications to remotely access client computers and resolve their issues. * Used Outlook to respond to clients queries and logged queries on online web based: Service Now or HEAT System, updating call records and ensuring clients are kept informed of progress. * Prioritising tickets, resolving issues where possible, or escalating it to the relevant department. Identifying critical issues or repeated incidents and referring it to appropriate personnel for investigation. * Arranging for engineer visits when faults are unable to be resolved remotely and ordering for hardware replacements or other requirements to support engineers on site. * Provided Printer setup and roll out installations. Processed an average of60 inbound and outbound technical support calls. * Referred difficult issues to upper management while maintaining positive rapport with the customer. * Trained new employees and explained protocols clearly and efficiently.Maintained composure and patience in face of difficult customer situations.  Afghan Association London (Voluntary Work)Harrow, Middlesex -- 2008-Current Helping out in my local community on aspects of Health, Immigration, Welfare Benefits and Housing. Dealing with all kind of people I strive for a well-mannered and professional behaviour. I am sympathetically aware of other people’s feelings. Listening to their problems and understanding their situations has enabled me to be a create a long-term relationship with the community and gives me great pleasure to able to help. I have gained valuable experience organizing events, classes and sports projects such as Football, Taekwondo, Kung Fu and Table Tennis. Cultural Advisor, Royal Air ForceEngland, Tetford, Salisbury, Wales — 2010-2019 Emal has worked as a cultural advisor for the RAF and NATO. He was responsible for giving workshops and lectures to RAF and NATO forces about cultural and linguistic aspects in Afghanistan. This enhanced his communication and presentation skills and it also enabled him to work during intense environment. You have to be well mannered and strictly time management to operate in these facilities. Computer Technician/Salesmen, Lemaar Softwares (Internet Cafe) Harrow, Middlesex — 2010-2013  Recommending and selling accessories and products depending on customer needs. Dealing with all kind of people being professional at all times and ensuring them of their data safety and product repairs. My main responsibilities as a computer technician where to repair mobile and computers. |
| Education | Plymouth University, GSMBSc (Hons) Computer Science 2016 1st Year Information Technology and Professional Skills, Software Engineering and Human-Computer Interaction, Programming 1, Programming 2, Quantitative Methods For Computing, Computer Systems-2nd Year Internet Development: Coding and Programming, Artificial Intelligence, Computer Graphics Telecommunications and Networking, Systems Analysis and Design, Database Systems Management-3rd year: Games Programming or C++ Programming, Mobile Devices and Applications, E-Commerce, Software Development Project and Project Management Harrow College, HarrowGCSE — 2008-2012 Science 5 A\*-C including English and Maths.  **Liemers College, The Netherlands** HAVO Onderwijs, Equivalent to GCSE — 2004-2008 French-9, German-8, English-8, Physics-10, Chemistry-9, Biology-8, Maths-10, Sociology-7, History-10, Geography-10, Art and Design-9, P.E-9 |
| Skills | * Proficient in: English, Dutch, Pashto, Dari, Farsi, Persian * Knowledge of: French, German, * Excellent time management * Excellent analytical and problem-solving skills * Expert user of Microsoft Office Applications * C#, C++, Java, JavaScript, HTML, CSS and SQL. |
| Interests & Hobbies’ | Reading books of authors such as Dan Brown and Khaled Hosseini. Member of a football team. I am participating in the Afghan Sunday League Organized by Afghan Association and I am the Manager and Captain of our team: The Flying Dutchmen. Playing sports has helped me improve my leadership skills (including motivating players), which required organizing of matches, and allocation of team members to suited positions. |
| **References** | Available on request. |