Nadeem Aslam

**PERSONAL DETAILS**

**Email:** [naslam27@hotmail.com](mailto:naslam27@hotmail.com)

**Nationality:** British **Mobile:** 07957234634

**Post Code:** HA7 2AH **Other:** 02085370177

**LinkedIn:** <https://www.linkedin.com/in/nadeem-aslam-a3189832>

**EDUCATION & QUALIFICATIONS**

2019 SCCM Udemy

2018 Amazon Solutions Architect Associate Firebrand Training

1999 MSc Computer Science / Post Graduate Diploma in Database Management System UCK

2016 Windows 7, Server 2012, Office 365 360 GSP

2002 Diploma in Computer Business Application Programming Grasp College

2001 Microsoft Office Specialist, COMPTIA A+, Network+, Cisco CCNA,

Windows 2000 Professional and Server Britannia I.T Training ltd

**PROFILE**

A  **2nd line/3rd Line Support Technician** with over 6 years’ experience within a diverse range of industries including the **Publishing and Management Service Provider** industries. Provided support to up to 200 customers at all level of seniority, including senior management up to the Director level. Possesses strong hardware and software troubleshooting skills, has supported users face to face as well as remotely.

A persistent problem solver with strong analytical skills, which has ensured timely issue resolution. Dedicated to maintaining high standards of service by delivering excellent customer service and consistently meeting SLAs. A collaborative team player who possesses the ability to work to tight deadlines within fast-paced environments which has ensured high rates of resolved calls and enhanced customer satisfaction.

Seeks **contract work** being **immediately available** for both interviews and starts for **most locations within London.**

**TECHNICAL SKILL SUMMARY**

**Operating systems:** Windows 10,Windows 8.1, Windows 7, Windows XP, Windows 2003, Windows Vista

**Hardware** Dell, Mac, Printer, Scanners, Mobile Phones

**Software** Windows 7, 8, 10, Server 2012 ,Office 365, Remote Desktop Connection, DHCP, DNS, TCP / IP, MS Office Suite, Networking, Internet Configuration

**Remote log on tools**: Bomgar, Remote desktop connection, VNC, Net Meeting

**Support Skills:** Customer Service, Troubleshooting, Incident management, Monitoring, User training, Laptop build and backup, Hardware and software installation, Hardware and software diagnostics, Floor walking, User account administration, User training, Support staff training.

**REFERENCES ; RECOMMENDATIONS AVAILABLE VIA LINKEDIN**

**Sadaya Chalisey Condenast sadaya.chalisey@condenast.co.uk**

**Tom Watson DSP** [**Tel:-07984**](Tel:-07984) **106 975**

**Mohammed Bahi Lycee Francais Charles De Gaulle** [**Tel:-**](Tel:-) **07545 102327**

**EMPLOYMENT HISTORY**

**Feb2019-till date 1st/2nd Line Support Technician Hackney Learning Trust**

Dealing with incoming faults in a professional, courteous manner over the phone and via email • Taking ownership of faults and managing them in a logical and methodical manner • Correctly logging incidents and faults, categorising and prioritising them in line with team procedures • Conducting full and through diagnostics with end users to enable first point of contact fault resolution • Ensuring all faults are progressed & cleared within SLA – escalating to other internal and external teams as appropriate • Managing faults through their entire lifecycle from the first point of contact through to resolution, proactively keeping the customer informed of progress • Diagnosing and resolving problems to the customers satisfaction • Maintain and develop own knowledge and skills to assist with first time fault resolution • Identify and escalate repeat issues or service risks into service management teams • Sharing knowledge with team colleagues • Manage a number of scheduled tasks for customers, designed to ensure that the customers systems remain operational.

Designing, Planning, and Implementing System Center Configuration Manager, such as:

o Planning System Center Configuration Manager hierarchy and site system roles.

o Creating and managing Boundary Groups across one or more Distribution Points.

o Management of site communications. (Bandwidth, Senders, Secondary Sites, etc.)

o Role-Based Administration: Managing custom roles and security scopes

o Planning and securing SCCM using security certificates.

o General monitoring of site health via SSRS, log files, and the SCCM console.

o Planning, configuring and implementing a backup plan to mitigate the loss of SCCM services in the event of a disaster with the least amount of data loss possible. ü Manage Upgrades o 2012 to Current Branch

o In-Console Upgrades

o Client Agent Upgrades ü Manage and configure User and Device collections including:

o Creating query-based collections

o Configuring Site Collection Maintenance Windows

o Configuring Power Management Rules ü Deploying Operating System Images

o Creating Distribution Points and distributing the images accordingly

o Creating a deployment Task Sequence and deploying the Task Sequence o Creating Packages for Operating System Deployments. ü Deployment of Applications and Software Updates including: o Creating and deploying applications with user device affinity, compliance settings, Software Center and task sequencing.

o Monitoring updates via Automatic Deployment Rules (ADR), Update Groups, Deployment packages, and other methods.

o Reporting on the success or failure of Application deployments. ü Management of Compliance Settings by creating and importing Configuration Items (CI) ü Deploy Client Management agents o Manage clients using Group Policy, WSUS, logon scripts, Client Push, etc. o Trouble client health ü Manage and report on hardware and software inventory ü Create, modify, and produce custom reporting as needed

**May2018-Dec 2018 1st/2nd Line Support Technican Lycee Francais Charles De Gaulle**

The Lycée Français Charles de Gaulle, usually referred to as the Lycée or the French Lycée, is a French co-educational primary and secondary independent day school, wholly owned by the French Government, and situated in South Kensington in the Royal Borough of Kensington and Chelsea, London.

* Install new software and hardware.
* Secure, security code and ensure the safe set up of new equipment.
* Set up equipment such as laptops, data projectors, interactive whiteboards, sound systems and other specialist ICT equipment, ensuring that systems are ready for use and operating correctly.
* Deliver hardware and resources to work areas and classrooms as required.
* Detect, diagnose and resolve most PC, printer and peripheral device faults.
* Ensure school policy on staff and pupil access to data and files is implemented.
* Provide advice, guidance and assistance to teachers, pupils and other members of staff on developing their use of ICT in school.
* Under the guidance of a teacher use specialist skills and experience to support individuals or groups of pupils working on practical aspects of the course.

**Feb2018-May 2018 Service Desk Ananlyst DSP**

# *DSP is a database managed services company specialising in Oracle, SQL Server, and Cloud technology.*

* Act as a single point of contact for phone calls and emails from staff regarding IT issues and queries.
* Receiving, logging and managing calls from customers via telephone and email.
* Escalate unresolved calls to the infrastructure support team.
* Log all calls in the Service Desk Call Logging system (ZENDESK)
* Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner.
* Basic Active Directory knowledge. Creating user accounts, reset passwords, create groups etc.
* To arrange for external technical support where problems cannot be resolved in house.

**Sep 2017-Feb 2018 ICT Technican Gaia Technologies,Wales**

***Gaia Technologies****is one of the leading providers of ICT solutions to UK schools. Formed in 1992,****Gaia Technologies*** *has become one of the leading providers of ICT solutions to UK schools .G****aia's****Managed Services offer schools a valuable resource in managing and maintaining IT assets.*

Employed as ICT Technician to work in ITIL environment providing desktop support to students and teachers at all levels remotely and over the phone.

**Responsibilities**

* To ensure dedicated ICT areas are ready for use each day and that they are in good working order at the end of each day.
* Check hardware regularly reporting faults to ICT Manager.
* To participate in the collection, collation, processing and storage of data an information to comply with school reporting requirements.
* To maintain a comprehensive database of all support requests and allocate jobs to appropriate staff.
* To check hardware regularly, repairing simple faults or reporting more complicated faults to ICT Manager.
* Support teaching staff/pupils in technical aspects of ICT.
* Maintain and develop network.
* Support adherence to ICT policies, including those relating to safeguarding and internet usage.
* Resolve hardware/software technical issues
* Carry out desk-top publishing procedures
* Check and maintain stocks of ICT consumables

**Mar 2017 – Aug 2017** Service Desk Analyst **Condenast, London**

*An American mass media company founded in 1909 by Cond Montrose Nast, based at One World Trade Center and owned by Advance Publications. The company serves more than 164 million consumers across its 20 brands and media.*  
Employed as **1st Line Support Technician** to work in an ITIL environment providing desktop support to 250 employees at all levels of seniority remotely and over the phone.

**Responsibilities**

* Adding and deleting users, resetting passwords using Active Directory.
* Use Group Policy to manage all the pc & user profile settings.
* Diagnose and resolve technical issues
* Support and maintain MS server / desktops and MS Exchange
* Set up and configure new laptops and desktops and create and assign roles and permissions
* Install authorised software on desktops and laptops
* Fault finding on laptops and desktops
* Complete internal user moves and phones
* Report faults to external contractors when required, ensure these were fixed within the timeframes indicated in the SLAs, closely monitor and follow up on outstanding faults.
* Proactively manage the incident stack within the Remedy call logging application and ensure all relevant details and prompts use are correctly logged.
* Remote support of workstations using Boomgar, Remote desktop connection.
* Handle faults, log and analyse network and telephony queries.
* Troubleshoot network issues using a variety of tools such as Ping, Tracert, Ipconfig, Nslookup, Netstat.
* Troubleshoot Macbooks and iMac using Disk Utility.
* Hardware and software diagnostics using different tools.

**Achievements**

* Proactively came up with process improvements and fixes for the 1st line team so that issues could be resolved before passing to 2nd line team or 3rd party vendors. These solutions were approved and signed off by the manager.
* Consistently met company’s SLA, including times of increased workload and business activity.

**Skill snapshot**: Windows 7 / 8 / 10, Mac, MS office , printers, servers, 1st Line, Networking, telephony, Good messaging, Active Directory (AD),Group policy, Boomgar, Remote desktop, SLAs, ITIL, Trouble shooting, Monitoring, System health check, Hardware and Software diagnostics, User account administration.

**Feb 2005 – Feb 2017** **Blue jay Cars, London**

*A well-established and reputable Private Hire Company running a strong fleet of computerised PDA controlled vehicles, which include Saloon cars, MPV's, Estate cars and Executive cars.*  
Employed asa **Private hire driver** to support passengers with luggage and service information, using GPS system to plan routes that serve the least problems, and manage light and preventive maintenance on the vehicle.

**Responsibilities**

* Driving customers from A to B and kept in constant touch with the dispatch office
* Efficiently performed routine maintenance on the vehicle, fixed minor errors in vehicle

**Skill snapshot:** Customer service, Time management, Time keeping, Client satisfaction, Vehicle maintenance.

**Jan 2001 – Jan 2005** 1st Line Support Technican **Redlog solutions Ltd, London**

*Management Services provider that manages IT services for other companies providing IT Support and advice to both large small businesses. The company works on mission-critical systems, especially in the Accountancy, Retail and Property sectors.*

Employed as a **1st Line Support Technician** to troubleshoot clients' matters and deliver an outstanding customer service. Completed and submitted tickets for network problems to identify and correct the malfunctions and operational difficulties. Updated the hardware and software systems, and adhered to IT policies and procedures meeting the company’s SLAs.

**Responsibilities**

* Deliver technical support for various desktops including Windows 95, 98, windows 2000 and Nt4 workstations by providing remote administration, and telephone and desktop support.
* Deployed 100 PCs, printers, networking systems, and applications to end users.
* Install operating systems and applications, conducted technical training demonstrations, diagnosed clients' troubles, and promptly resolved all the issues related to network access
* Provided support to up to 500 External customers at all level of seniority including senior management up to the Director level.
* Setting Group Policy to define user, security and networking policies at the machine level.
* Trained newcomers how to use ticketing software.
* Troubleshoot network issues using tools such as Ping, Tracert, Ipconfig, Nslookup, Netstat.
* Troubleshoot Ms Office issues.
* Use remote desktop connection to remotely login to machines and resolving the software issues.

**Achievements**

Consistently resolved 35+ tickets per day, comparing to the company’s average of 25 resolved by an IT Support Technician.

**Skill snapshot:** Windows95,98,2000, MS office , printers, servers, Desktop support, networking, telephony, Good messaging, Active Directory (AD),Group policy, Remote desktop, Trouble shooting, User training, Hardware and Software diagnostics, User account administration, Support staff training.