# Muhammed Aamir Badat

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## Profile

A highly motivated and enthusiastic individual with a positive approach to any task I am presented with. Working with the correct mind-set enables me to be self-motivated and to work independently. However, if the need arises, working as a team is also not a problem as I have worked in team-based environments. Through working at different work environments, I have managed to develop and nurture my skills which has allowed me to easily transfer them to many real-life scenarios.

My problem-solving skills have been put to test through a number of real-life situations whilst working in different work environments. I believe that punctuality and consistency is the key in learning and understanding as I believe that without punctuality and consistency, I would not have the strong work ethic I have today.

## Education

Date: School Name (Qualifications)

2012-2013 Leeds Beckett University

*Biomedical Science (Physiology & Pharmacology) - Pass*

2010-2012 Huddersfield New College (BTEC)

*Biology - Merit*

*Chemistry - Merit*

*Physics - Pass*

2005-2010 Batley Business and Enterprise College (GCSE’s)

*English Language - C*

*English Literature - C*

*Religious Studies - C*

*Science (Core) - C*

*Science (Additional) - B*

*Maths - C*

*Physical Education (Dual Award) - C*

*Business Studies - C*

**Work Experience (Previous 5 years)**

Employer: *Daisy Group*

Role: 1st/2nd *Service Desk Analyst*

Date: *October 2018 – Present*

Duration: *9 months*

My duties as an analyst entails in logging calls using ServiceNow and dealing in all low and high priority incidents liaising with 2nd and 3rd line teams internally and externally. This role requires good time management skills to handle all single and multiple user queries all within the SLA timeframe. Escalate incidents when required and other admin duties when required. Having great communication skills and relationship building skills to assist team members and customers in delivering a great service. Problem solving skills are also required with a keen eye for details in a fast-paced environment to effectively resolve incidents. Some of the tools we use in our daily role:   
Windows 7, 8, 10, Active Directory and Group Policy

Windows Server and MS Exchange

Azure,VMware,BMC

Remote Desktop, Team Viewer and Bomgar

Office 2003 – O365

FSLogix

Antivrus Software.

Basic Networking.

Employer: *Lloyds Banking Group*

Role: *IT Analyst*

Date: *February 2018 – October 2018*

Duration:  *6 months*

My duties within this busy service desk role entail taking calls from LBG and Third Party colleagues regarding IT related issues which include faults with MS Office applications, MS Exchange sync issues, Windows 7, Virtual machines and Bespoke Applications. We also provide support for business issued mobile related faults for devices such as Blackberry, Samsung and Blackberry Enterprise Server. Day to day calls also includes account related issues such as password resets, account unlocks and mainframe access faults. Remote accessing colleague desktop and laptops to investigate software deployment issues, printing issues, SharePoint and other related faults. Problem recording tools such as Remedy is used and have had training with Service Now. Ensuring that all work is completed in accordance with established processes, practices and guidelines. Responding to colleague inquiries, with a satisfactory resolution referring to 2nd and 3rd line support when needed all within SLA.

Employer: *Capita*

Role: *2nd Line Remote Technical Support (Samsung)*

Date: *April 2016 – November 2017*

Duration: *1 year 7 months*

My day to day duties as second tier support would require me to remotely access customers desktop PC’s, laptops, Mac OSX and Samsung Android devices to fix customers issues. Some these of these issues are as follows; connectivity issues, software irregularities, constant force closure of apps (Windows & Android) and synchronisation issues regarding Google, Samsung and Microsoft Office Products. If the customer could not understand the guidance of 1st line support then we are able to show customers on how to use the product they have purchased and guide them in the correct way using our remote access software. Also 2nd line support is a source of knowledge to 1st line technicians if they are unable to successfully resolve customer’s issues.

Employer: *Capita*

Role: *1st Line Technical Support (Samsung)*

Date: *October 2015 – April 2016*

Duration: *6 months*

My duties in this position were to create accounts or edit current accounts, hit SLA’s and KPI’s and also handle customer’s technical queries regarding software and hardware issues the customer would have been experiencing. Using my knowledge regarding the Android operating system I would need to assist the customer over the phone in the most efficient manner to fix the problems and also book the devices in for repair if needed. In other cases I would have needed to guide customers on how to back up their devices on Mac OSX and Windows operating systems alongside Samsung software. My other duties when needed were to be a point of knowledge for new starters as they started their career in Samsung.

Employer: *Chickano’s*

Role: *Sales/Customer Service/Food Handling & preparation*

Date: *November 2013 – October 2015*

Duration: *1 year 9 months*

Day to day duties involved having to communicate with customers and receive telephone orders whilst recording them correctly. This was crucial as it was the communication line between customers and kitchen staff. Dealing with multiple tasks and customers was something everyone had to deal with and sometimes angry customers were also an issue. Secondly, we ensured that cash payments were taken at the till and stock including cash was kept to a high standard. Thirdly preparing food at a fast pace and under pressure meant keeping calm and composed was crucial and ensuring no mistakes were made before an order was passed through to packaging.

**Additional Information**

* Has taken own initiative to build and maintain his desktop PC and also repair laptops, desktops and android mobile devices.
* Has a keen interest on video games and software development.
* Like to keep fit and healthy.
* Enjoy helping out in voluntary and community placements.
* IT Skills: Microsoft Exchange, Office 365, Word, PowerPoint, Access, Excel and Photoshop.
* Fluent in English, Gujurati and Urdu.

**References**

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| References available on request |  |
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