***Mohammed Asmail***

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Personal Profile

‘exceptionally highly motivated with years of IT and customer service experience’

With 8 years of experience in IT and customer service-based roles, I have built the ability to deliver the best possible service within any environment. Having dealt with a broad range of customers across different sectors, I possess solid skills with understanding different systems, problem solving, teamwork, empathising, understanding and communication. I am also able to handle complex technical queries within the company’s procedures efficiently whether it is face-to-face or over the telephone.

Core skills

* Leadership
* ITIL
* Active directory
* Customer service
* Full Microsoft office
* Problem solving
* Complaint handling
* Transaction processing/sales
* Teamwork
* Staying calm through disputes
* Multitasking - using different systems at the same time
* CRM
* Thinking analytically

Career summary

**September 2010 – September 2011**

**Name: Route2**

**Role: customer service apprenticeship**

*Outline*

Making outbound calls completing surveys to develop leads to be sold on to other companies whilst also completing a customer service qualification.

Key responsibilities:

* Delivering exceptional customer service
* Objection handling
* Passing DPA
* Working towards targets
* Working within a team to reach targets

**September 2013 – December 2013**

**Name: Junaide Jewellers**

**Role: sales assistant**

This is voted the finest and most prestigious Asian jewellery shop in Yorkshire during 2012. This was sales-based job role, my job was to handle customers’ needs and wants talk to them directly and offer the best customer service. I learned to work under pressure during hard negotiations on prices of the products. I learned to upsell and build a rapport with potential customers during my time here I also learned to appreciate culture awareness.

Key responsibilities:

* Delivering high standard of customer service
* Negotiating prices for gold
* Logging sales on EPOS
* Emailing customers regarding new products
* Educating customers on gold

**January 2014 – June 2016**

**Name: Tilney group**

**Role: client Admin**

My job role was to support paraplanners and financial planners in delivering an excellent client journey from the first point of contact to the last. I was primarily responsible for managing and servicing new business queries for our planners. This job role also entailed researching and resolving client queries in the most efficient manner. On a daily basis I was working closely with our current clients and potential clients by logging all information on our systems, as a team I was responsible for building and maintaining lasting relationships.

Key responsibilities:

* Logging new clients
* Using CRM
* Updated client’s information
* Dealing with different data sets for analysts
* Microsoft office

**July 2016 – January 2017**

**Name: Samsung**

**Role: service desk/technical support**

My job role was to offer technical support to Samsung’s customers over the phone as a 1st line advisor. what I was looking to do is fault find issues on the device remotely if needed. Go through some troubleshooting with the customer whilst educating them at the same time on how to use their device efficiently. I would also book devices in for repair if I couldn’t resolve the issue over the phone or if it was a hardware or component issue which needed replacing. Throughout this role I would be using different systems at the same time, and at times I had to stay on the phone with the customer over an hour to walk them through the process step by step on resolving the issue on the device.

Key responsibilities:

* Troubleshooting problems with computer systems
* Providing quality customer service while demonstrating the ability to effectively troubleshoot and resolve advanced technical inquires
* Acting as a technical resource in assisting remote users to resolve problems with equipment and data
* Ability to translate complex technical terms into terms easily understood by the customer
* Knowledge in Wireless communication
* Able to prioritize work, manage time effectively and work successfully in a fast paced, multi-faceted structured environment

**February 2017 – July 2017**

**Name: TD direct investing**

**Role: execution broker**

TD was one of UK’s leading investment providers, servicing more than 300,000 clients and managing £14 billion in stock and cash assets on investors behalf. My job role was to execute trades for customers, manage website technical issues if customers were locked out of accounts. I would also educate customers on financial markets and financial products like funds, ETF’s, ISA’s and junior ISA’s

Key responsibilities:

* Executing trades
* Resolving technical issues on the website
* Resolving technical issues on the app
* Educating customers on financial products

**September 2017 – January 2018**

**Name: virgin media**

**Role: service engineer**

my job role was a to offer 2nd and 3rd line technical support to virgin medias new and existing customers. I was installing, maintaining, upgrading and repairing network systems /services, ensuring that tasks were carried out such in a reliable high-quality service. If problems needed escalating to senior engineers, I was doing that promptly. As a 2nd line technical support engineer I was visiting existing customers completing troubleshooting, installation and repair work. If needed I would replace existing WIFI routers, TV boxes and cables with new and current ones.

As a 3rd line tech support this entailed visiting new customers doing a complete installation from connecting broadband, TV and landline for the customers, which included rewiring the omni box to connecting it to telco cabinet and distribution cabinet through this I was using different systems and tools to complete the job within the time frame set.

Key responsibility:

* Trouble shooting
* Hardware installation and rollouts
* Logging and managing incidents and all jobs on the device provided
* 2nd and 3rd line technical support
* Visiting current and new customer
* Understating SDH / PDH telephony networks
* Understanding HFC network architecture, Broadband Principles
* Root Cause analysis for complex major incidents & escalated faults

**January 2018 – September 2018**

**Name: Yorkshire bank**

**Role: IT operations service desk**

My job role was 2nd line technical resolver offering support to employees of the bank and leading some development of support systems that needed implementing for efficiency of the business. This included software rollouts, creating accounts for new staff and taking ownership of the helpdesk systems to ensure operations were moving efficiently. I was also managing day to day work sharing of IT support which included general 1st line telephone, email, remote management and general trouble shooting.

Key responsibilities:

* 2nd line support
* Software rollouts
* Account creation/password resets
* Expert level knowledge of Microsoft Office applications and of troubleshooting problems

**April 2019 – September 2019**

**Name: Leeds city college**

**Role: service desk/IT Technician**

My job role was 1st and 2nd line IT support to both staff and students, as 1st line service desk specialist my job role was to manage mailbox and answer queries within service levels efficiently. This included password resets, remote troubleshooting, fault finding and using various software’s which I possessed strong knowledge on windows OS,7,8 and 10. My job role also entailed 2nd line support which I was diagnosing hardware and software issues for Windows server environments and configuring computer desktops which also included troubleshooting/support. I was also installing and testing computer hardware/software for students and staff.

Key responsibilities:

* Providing 2nd Line remote technical support to education sector
* The ability to analyse and produce reports on the mailbox queries and ensure that queries are handled correctly the first time.
* Providing advice and support to ICT users;
* Installing and maintaining large scale hardware and software deployments;
* Imaging computers
* Changing BIOS settings

**Education:**

Business and IT Level 3 diploma

GCSE:

* Maths – B
* English – A
* Science – B
* Business studies – A\*
* ICT – A\*