**FRAZ AWAN**

Email: [f\_awan@hotmail.com](mailto:f_awan@hotmail.com) Address:

Mobile: 07717191816 Manchester

Car License: Full (Clean) England, U.K

CsCs Certified

#### SUMMARY

IT professional in the realm of consulting for over 5 years with a passion for the possibilities that technology can bring people. Over the course of my career, I have helped various organizations solve immense technical problems with simple solutions. My experience in the field has allowed me to see beyond the technical issues, and also to understand the business impact of my work.

I am skilled in communications, team work, and an advocate for sound tech working principles. I have an insatiable appetite for new knowledge, consistently on the lookout for ways to improve my skills, displayed by my recent decision to study Networking technologies.

#### EMPLOYMENT HISTORY

**Kuehne & Nagel; Technical Support & Migration April 2019 – October 2019**

Delivery of Windows 10 PC to Kuehne & Nagel users that are currently on Windows 7.

Using Kaseya for Migration Process. Installation of up to 15 computers per day.

Follow a repeatable migration process including backup, data transfer, settings, software. installation and basic user tuition to supplement formal training guidance where required.

Image Laptops, Desktops and upgrade with Windows 10.

Mcafee ePo server manage to maintain updates and product installations.

Provide initial user and device support for any post-installation issues.

Effective Escalation of issues to the right specialist teams in a timely manner.

UK Wide Travel, Company Van provided, Fuel Card. Self organise hotel bookings etc.

Handover deployments, deskside support, breakfix and floorwalk.

Maintain asset register.

**The Binding Site; O365 Build & Migration Engineer Feb 2019 – March 2019**

* Image Laptops, Desktops with Win 10
* Configure user 365 account to sync from old to new domain.
* Setup user 365 account on Azure.
* Liaising with VIP & users.
* Migrate RSA to new account.
* Handover deployments, deskside support and floorwalk.
* Maintain asset register.

**ReAssure; IT Technical Support Dec 2017 – Dec 2018**

Windows 7 & 10, Office 365 rollout of Desktop & Laptops.

Install, configure and deploy Desktops, Laptops, & Igels (Citrix) CIA SCCM.

Active Directory, Sccm using USMT, Exchange Administration.

Floor walk – Remote & Desk side Support

Support Microsoft Products – Office 2016, Office 365, Micolab Client & Bespoke Software’s.

Break Fix Technical Support Onsite.

Working as a team allocating tasks & training other New Team Members

Self-manage & Update tasks via Service Now.

Conduct Site Audits of all Equipment, Decommission hardware, servers.

Troubleshoot Wi-Fi & Network connectivity & usability issues.

Install Cisco switches for upgrades, Re-Patching Ports.

Travel Site to site – UK Wide.

**Barclays Corporate Banking; IT Support Engineer/Floorwalker Oct 2017 – Nov 2017**

Window’s 10 rollout of Desktop, Surface Pro & laptops.

Active Directory

Floor walk - Support Users remotely & desk side

Support Microsoft Products Office, Outlook, Skype For Business 2016.

Travel Site to site – UK Wide.

**Premium Choice; IT Support Technician July 2017 – Sep 2017**

Office 365/2016 Rollout, Build Win 7 Pc’s & laptops.

MDT Tool for Remote Rollout / implementation tools and techniques

Active Directory

Floor walk - Support Users remotely & desk side with new Microsoft Products.

**NHS; Field Technical Support May 2017 – Jun 2017**

Floor walk Support Users on Sites.

Conduct Site Audits of all Equipment’s.

Install New Hardrive & Patch on All Pc’s at all sites.

**Arnold Clark; Field Technical Support May 2016 – May 2017**

Troubleshoot Wi-Fi & Network Connectivity & usability issues.

Install Cisco Switches & Routers on all sites for upgrades.

Support Users remotely & deskside for the new migration on bespoke apps, Windows 10 & Office 365 Support – Delve, Sway, Planner & Business Skype.

Break Fix Technical Support at Arnold Clark Sites Nationwide.

Working as a team allocating tasks & training other New Team members.

Self manage tasks, Provide weekly reports and Update LANDESK daily.

**CCE/Accor Hotels Group; Technical Support Nov 2015 – May 2016**

Perform Cisco Installations, upgrades and configurations of Cisco Switches, Firewalls & install Servers. Customize servers with printers.

Install, configure and deploy Desktops & Laptops with Windows 10.

Troubleshoot Cisco Network Connectivity & usability issues.

Floor walk Support Users for the new migration on bespoke apps & Office 365 Support – Delve, Sway, Planner & Business Skype..

Conduct Site Audits of all Equipment’s.

Nationwide travel to All Accor Hotels. Ibis, Novotel, Mercure & Sofitel.

**Gloucestershire County Council; Field Technical Support June 2015 – Nov 2015**

Built Laptops, Thin Client & Desktops to prepare for deployment.

Exposure to Backend of SCCM 2012, System Centre Configuration Manager.

Troubleshoot Citrix, desktop connectivity & usability problems.

Floor walk -Supporting users face to face for Windows XP Migration to Win 7 & Office 365.

**Microsoft; AIG Field Technical Engineer Dec 2014 – May 2015**

Windows 7 & Office 365 Support – Delve, Sway & Planner. Worldwide Rollout. Europe, UAE, Asia, Africa.

Windows Post Deployment Execution & Support

Troubleshot Citrix /Apps / Windows 7, Office 365 with users of multiple Languages.

Cisco Switches & Routers Installation & assisted in Configuration & Patching.

Built Laptops via USB & SCCM 2012, (MDT) Microsoft Deployment Tool.

Drove service excellence – Dealing with tickets & troubleshoot all queries.

Backed up data, restored & set up Business as usual with Directors, Seniors and admin users.

Worked on my own & with onsite & offshore Team to submit daily reports.

Troubleshot Citrix connectivity & usability problems.

Provided training to users on Windows 7, Microsoft 365 applications & existing systems. Floor walk -Supported users for Windows XP Migration to Windows 7.

Office 365 Support – Delve, Sway, Planner & Business Skype.

Booked all hotels & travels myself after being sent list of sites for the week.

**Cap Gemini HMRC; Technical Engineer Floorwalker July 2014 – Dec 2014**

Windows 7 & Office 2013 Support UK Nationwide Daily.

Installed Hardware.

Built PCs from Win XP via PXE boot & SCCM 2012 client end installation.

Worked in a team & submitted reports daily.

Provided users training to get started on Win 7 and Bespoke Apps.

**Avis Car Rental; Technical Field Engineer March 2014 – July 2014**

European VDI & Xerox Printer Rollout.

Travelling around Europe: Austria, Belgium, Czech Republic, France, Italy, Netherlands, Germany, Portugal, Spain & Switzerland. All Airports & Railway Stations, to install Wyse VDI & Xerox 3325 Fax Scanner Printers.

Conducted Site Audits and data backup of all PCs before rollout.

Performed Site testing in some countries before Engineers are sent to deploy.

Submitted comprehensive daily reports.

Dealt with Citrix Xen Desktop/App / Appsense/ Windows 7, Office 2010.

Provided users training to get started on new VDIs & Printers.

Performed team work with offshore team in India via Skype daily.

**Virgin Trains; Technical Support Engineer Jan 2014 – March 2014**

Travelled to all Virgin Stations nationwide daily.

VMWARE – Horizon (Mirage).

Troubleshoot citrix connectivity & usability problems.

Provided training to users on Windows 7, Microsoft 2010 applications, Office 365. New & existing systems. Supporting users face to face for Windows XP Migration to Windows 7.

Installed & supported the rollout of new workstations/Laptops/windows 7/office 2010 & in house applications.

Performed Network Patching and Data Migration.

Provided support to ensure new rollouts/deployments were a success.

Supported in house applications.

**ComputaCenter NFUM; Technical Support Engineer July 2013 – Dec 2013**

Travelled to all offices nationwide daily.

Troubleshot Citrix connectivity & usability problems.

Provided training to users on Windows 7, Microsoft 2010 applications & new/existing systems.

Supported users face to face for Windows XP Migration to Windows 7.

Installed & supported the rollout of new workstations/Laptops/windows 7/office 2010 & in house applications.

Network Patching, Data Migration, Lotus notes configuration.

Provided support to ensure new rollouts/deployments are a success.

Created documentation (step by step guides).

Supported in house applications.

**Primary Care Trust NHS; Support Technician Sept 2012 – June 2013**

Supported Migration of users emails to Microsoft Exchange.

Dealt with Active directory, Emis, Docman.

Supported all queries at different sites.

Windows 7 & 8 deployment & Supporting Windows 7 & 8 queries.

Helpdesk Support – Landesk – Microsoft Exchange.

Liaised with 3rd party for swift resolutions.

**StockLand Green School; Support Technician July 2012 – Sept 2012**

* Supported 700+ users as Support Technician.
* Dealt with Active Directory.
* Supported the Windows 7 rollout & dealing with any Windows 7 queries.
* Supported Microsoft 2010 as well as bespoke applications.
* Audited all equipment onsite.
* VLAN, Network Patching.
* Liaised with 3rd party for swift resolutions.
* Maintained stock levels of equipment & re-ordering when necessary.

**NHS Ambulance West Midlands; Support Technician March 2012 – July 2012**

* Migrated pc’s & laptop’s from old domain to new domain.
* Rolled out Office 365 & Office 2010 on all pc’s at all sites.
* Supported Migration of users emails to Exchange.
* Dealt with Active directory.
* Responsible for new rollouts/deployments.
* Supported & dealt with any queries at different sites.

**Shropshire County Council; 2nd Support Engineer Jan 2012 – March 2012**

* Installed & supported the rollout of new workstations/Windows 7/ Office 2007 & in house applications.
* Provided support to ensure new rollouts/deployments were a success.
* VLAN, Network Patching.
* Provided extensive floorwalk support to ensure quality and uniform services
* Performed migration of information to new offices.

**Friends Life (ex Axa); 2nd Support Engineer May 2011 – Nov 2011**

Troubleshot citrix connectivity & usability problems.

Provided training to users on new & existing systems.

Installed & supported the rollout of new workstations/windows 7/Office 2007 & in house applications.

Vlan, Network Patching.

Provided support to ensure new rollouts/deployments are a success.

Created documentation (step by step guides).

Updated changes on the intranet.

Supported in house applications.

Input information on websites.

Organized virtual room files from server to server.

**Business Link; Supplier Development Assistant Dec 2011 - May 2011**

Handled Suppliers onto Select Supply and ongoing maintenance of supplier profiles.

Dealt with Suppliers on telephone and handling enquiries.

Performed filing and administrative tasks.

Organized meetings & Minute taking.

Supported the successful rollout of the new expense system, working as a focal point between the Business & IT in helping each understand requirements/problems & any technical talk.

Tested the new technical system.

Produced documentation.

Provided training to executives & non executives.

Financial Management of project expense and payments for claims.

Insured all evidence requirements for funding programmes are in place for audit purposes.

Provided direct support to self employed brokers and NHS Trust Organisations, i.e. Advice and information on claims, completing applications and general support.

Produced financial information to internal and external organisations.

Developed and maintain information systems to monitor and evaluate project delivery.

Developed and maintain support links with NHS Trust Organisations and employed brokers.

Provided admin support to Senior Management.

Arranged events and meetings in-house and different locations.

Held regular meetings with Project Manager on running of Project Delivery.

**EDUCATION AND QUALIFICATIONS**

**Wolverhampton City College 2006-2008**

Spanish (Evening Classes)

Level 2 – 3 Personal Fitness Training Instructor

**University Of Wolverhampton 1998-2004**

National And Immigration Asylum Law

HACT – Housing Issues For Refugee Communities

BA HONS Business Administration and Business Information Technology

HND Business Info Technology

### **SKILLS**

Microsoft OS: Microsoft Works, MS Office, Software and bespoke systems.

Networks – Cisco: Installing, configuring & upgrading.

CRB & Scotland Disclosure: Cleared | Clean Driving License

Out of 800+ staff I was one of 5 nominees for employee of the Year at HFC bank.

CCNA Potential Candidate(Test date: 2019)

**INTERESTS**

Martial Arts/Self Defense Kungfu Style and have competed in National competitions

Qualified Instructor in various Leisure & Fitness Clubs

Rock Climbing, Archery, Boxing and have competed in several events.