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| **Haris** Ahmed  **IT Support Specialist**  **East Didsbury, Manchester**  07873 533 603 | h4ris\_ahmed@hotmail.com | linkedin.com/haris-ahmed-b176096a |
| I am a competent, committed and fast learning individual whose contribution will be valuable in a work setting. Through my desire for hard work, good organization and ambitious nature, I can succeed in challenging roles. I take on difficult tasks with patience and composure to see them through to the end. I would consider myself as an honest, reliable and independent individual.  **SKILLS & EXPERTISE**   * **Troubleshooting**: Troubleshoot systems to determine technical issues. * **Installation**: Installation and configuration of software for users or the wider business. * **Communicating**: Strong communication skills to assist users and the business at all levels. * **Maintenance**: Maintaining the technology, networks and systems. * **Evaluation**: Determining the issue and evaluating the best way to resolve it. * **Instructing**: Instruct users on how to perform technological maintenance. * **Management**: Remain efficient, manage time and prioritise IT issues. * **Support**: Supporting users through technical support and instruction to meet the user’s needs. * **Monitoring**: Monitor networks and systems to ensure its efficiency.   **PROFESSIONAL QUALIFICATIONS**   |  | | --- | | * **MCSA Windows 10** * **ITIL V3 SERVICE MANAGEMENT** * **COMPTIA SERVER+** * **COMPTIA A+** * **MTA WINDOWS SERVER** * **MTA WINDOWS NETWORKING** * **MTA WINDOWS SQL DATABASE** * **LEVEL 4 & 5 IT DIPLOMA** | |

# Experience

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| july 2019 – currentmanchester university nhs trust, **windows deployment/bau engineer (contract)**  * Delivering a large-scale project to deploy around 10,000 Windows 10 devices throughout the organization in a processed manner. * Defining a structured process for the team to organize equipment, time and resources to work more efficiently. * Ensuring all devices are asset-tagged and assigned to the relevant user/department. * Using SCCM to deploy images/applications to devices * Providing Desktop Support to the business on a BAU basis in conjunction with the roll-out and applying RCA (Root Cause Analysis) on problems being reported in from the Service Desk.  2015 – July 2019odeon cinemas group, **2nd LINE SUPPORT ANALYST**  * Taking part of and owning Projects to assist the business, i.e. Server upgrades, migrations, set-up of new till; server; laptop and desktop builds, testing and rollout of Windows 7 (Tills, ATMs) and Windows 10 (Laptops) on devices across the estate * Provide 2nd line support to the 1st line team, business and users across the UK & Ireland * Supporting Hardware (HP Servers, Switches, Laptops, Desktops, Printers, Cisco Routers, iPhones) and Software (Microsoft Technologies such as AD, Server 2003-2013, Office Suite, Windows XP-7-10), Google, Citrix/Office365, VMware and various other applications. * Supporting company specific applications such as Winticket, Orcs, Bottomline and providing EPOS Support to all cinemas via remote desktop tools. * Pro-actively monitoring the networks and systems for all cinemas across the estate. * Adhere to company policies and procedures, ensuring SLA’s and KPI targets are met. |  |
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| 2013 – 2015ssp group, **desktop support engineer**  * Providing 1st and 2nd line support for both hardware and software to end users, head office users and home users using telephone/desk side support and remote tools. * Providing EPOS support to our food and beverage clients at the Airports and Train Stations across the UK and Ireland. * Supporting a variety of technologies such as Microsoft Windows 2000-7, Windows Server 2003-2008, Microsoft AD, Outlook, Office 2003-2007, Citrix, Networking, Routers, Switches * Providing support for bespoke applications such as Kronos, Mymicros, Lynx, and escalating where necessary to the appropriate team. * Providing First Time Fixes to users where possible. * Communicating effectively with a range of people monitoring SLA's and working around the ITIL framework following tickets through to resolution and contributing towards updating the Knowledge Base | |
| 2011 – 2013salford software ltd, **1st Line Support analyst**  * Provided both telephone and remote diagnostic software support for Microsoft and Novell products.   + Responsible for allocating incidents, ensuring that the customer and incident ticket are fully updated with progression and resolution detail, working within Service Level Agreements targets.   + Responsible for escalating issues to 2nd/3rd line engineers where appropriate, following up with them until successful resolution.   + Responsible for all 1st line support queries, troubleshooting and investigating applications/data in order to Identify and resolve issues.   + Communicate and liaise with our Microsoft and Novell vendors in order to ensure a swift resolution to problems.   + Performed daily checks on our servers in France and London to ensure that there are no errors and that the server is functioning as it should.   + Good working knowledge of Windows 8, Active Directory, VM Ware and Remote Desktop Services gained. | |