**Imran Khan**

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Location Leeds

Commercially-focused 5 star SDI (Service Desk Institute) IT professional with over 14 years experience offered to ITIL standards**.** Certified/Accredited: Microsoft Windows 10, Microsoft Office 365 Admin, Computer OS & Troubleshooting, IT Management, Cyber Security, CISSP, GDPR, A confident communicator, working closely with customers/ clients/ end users /stakeholders/ SMT /VIP to understand, diagnose and resolve issues, using the same interpersonal strengths to engage with team members. Strong technical skills gained from academic studies and related experience ensure I can own, manage and prioritise issues with ease. I am now looking to build on my skills within an IT Technical challenging role offering new challenges and a clear path for progression.

**KEY SKILLS**

**I.T. SUPPORT:** deliver outstanding support to end users including VIP in their thousands as part of 5 star standard (SDI) service desk operations running in accordance with ITILprinciples. Listen to customer issues in detail, provide advice and support in a non-technical language and solve issues as per customer preferences. Advanced problem solver, performing advanced troubleshoot, diagnose, fault-find and resolve with minimal disruption.

**CUSTOMER SERVICE / COMMUNICATION:** understand the importance of making all customer interactions positive. Natural relationship builder who develops easy rapport with customers, suppliers and colleagues to optimise smooth running of operations and business successes

**PERSONAL CHARACTERISTICS:** Organisational, time management, planning and prioritisation skills. Keen attention to detail. Analytic / methodical approach. Team player who uses initiative and judgement

**TECHNICAL SKILLS / EXPERTISE**

**Windows OS:** All versions inc Windows 10 | **Windows Server**: 2008/2012 | Cloud OS: Office 365, Onedrive | **Microsoft Office:** 95-365, Exchange on-prem, 365, Outlook, Lync, Skype for Business, MS Teams, Zoom | **MS DOS** | **Mobile Device Support:** Android & IOS | **Service Management:** BRM Remedy, ServiceNow, Dynamic CRM, SMART, Spiceworks, Amdocs, | **Admin Tools:** Active Directory, DRA | Lockout Status | **Remote Access:** TeamViewer Bomgar, RDP, Cisco AnyConnect, Tivoli, VPN Client, LogMeIn, Skype for Business/Lync, MS Remote | **Systems:** SCCM, Veeam Backups | **Software:** Installation, Rollouts, Upgrades, Bios Patches, Troubleshooting, updates| **Driver Installation:** All Hardware | **Hardware:** PC/Laptop upgrades, PC/Laptop Installation, Setup, Configuration | **Security:** Encryption, Bitlocker, DriveLock, Endpoint Protection, Windows Defender, McAfee, AVG, Norton

**CAREER SUMMARY**

**Senior Technical Analyst (project early life support) contract** 01/07/19 - Present

**O2**

* Technical data collating
* Testing and resolving teething problems.
* Collating technical knowledge base and investigation resolution for minimal disruption.
* Liaise with support vendors to resolve incidents
* Researching, diagnosing, troubleshooting and identifying solutions to resolve project issues
* Fault management systems (Remedy/ServiceNOW) to log and manage all incident reports, cases and escalations raised by Monitoring or data analysis, Customers, partners, suppliers or 3rd parties.
* Accurately assessing the impact and urgency of an incident against the appropriate matrix, making sure to engage Major Incident Management (MIM) for any Critical or High Priority incidents.
* Escalating incidents to the appropriate resolution team or suppliers where required, ensure that priority setting and escalation procedures are applied effectively and that the customer experience is at the forefront of your concern.
* Issuing regular updates and communicate the incident resolution to customers/stakeholders.
* Ensuring logged information is accurate and available, so that it can be used across Service Management for service reports, Problem investigations, and other purposes
* Undertaking regular or ad-hoc service investigations as requested
* Providing 2nd and 3rd line technical support
* Responding to any incidents or enquiries in a sympathetic and courteous manner, ensuring that all relevant information is collated and stored.
* Managing incidents within the appropriate fault management tool and obtain resolution within predefined SLA’s.

**End User Computing Engineer (EUC) EMEA & APAC Audatex** 06/06/16 – 28/06/19

Global leader in IT, data, software, infrastructure, support, dealing over 300 million digital transactions annually, supporting 6500 colleagues worldwide inc VIP, with remote access, telephone, email & face to face.

* Supporting team deliverables in line with IT Support policies, incl. SOX
* ***Transformed Service Delivery service to a new level***, beyond stakeholders/clients/users expectations in Leeds office. Turning round time reduced.
* **Supporting project management for Windows 10 & Office 365 rollouts/ migration/upgrades and encryption, with software and hardware**
* Asset Management project
* ***Received customer first award (the only one within Global IT to receive this award)***
* Responsible for managing the lifecycle of all ServiceNow/CRM raised incidents (incident management and service request management), requiring the use of knowledge management.
* **Laptop / Desktop rebuilds & upgrades SW & HW projects** **from Windows 8.1 to Windows 10 / RAM, Drives, upgrades installation of Office 365, desk moves, department moves**
* Produce recommendations to improve the level of IT Support given to internal customers
* Review and recommend product and process improvements within the IT infrastructure
* Oversee and complete hardware related refresh and **project work - refreshed over 700 devices from HP to Dell**
* Investigation data retrieval incidents
* **Department reallocation projects - liaising with facilities, ensuring minimum disruption**
* Deployment and administration of hardware, software and mobile technologies
* Undertaking practical SOX and administrative tasks involved in joiners and leavers processes
* Handling and setting up of PC monitors, PC, IT equipment, cabling to workstations, mobile configuration
* Purchasing IT equipment - keep customer down and getting the best value and spec
* Responsible for buildroom & stock control
* QA of new & rebuilt machines, laptops, 2in1, mobiles
* **Effectively monitoring and managing IT service delivery in the Leeds office**
* Providing cross-team IT Operations support, incl. **software, hardware and infrastructure**
* **Contributing to continuous improvement activities, incl. KPIs, SLAs, product and process**
* Floor walking
* **Ensuring timely resolution of business impacting issues, incl. supporting business departments and management to minimise disruption**
* Administering IT systems, incl. AD, Veeam, Exchange, Office 365, Cisco Vpn, SCCM, Runbooks, PKI encryption
* Inducting new starters, incl. IT policies and best practice
* Ensuring and responding to continuous monitoring, incl. servers
* **Providing IT and AV, conference support to high profile clients which includes stakeholders SMT & VIP**
* Monitoring and requesting new Licences for software

**Key achievements**

* Awarded customer first
* VIP & SMT support SME
* Windows 10 & Office 365 migration rollout

**IT SERVICE DESK ANALYST / IDENTITY MANAGEMENT ANALYST - O2** 05/05/14 - 03/06/16

Contract role within the O2 IT Centre, working as part of a 5 Star SDI service desk (the only one 2 in the world). Supporting over 800+ retail stores nationwide (125,000 employees) inc office and remote based

* Delivering professional, quality service to customers in accordance with SLAs (first call resolution) providing support and guidance relating to IT equipment, services and applications
* Incident & request management, coordinating in line with service desk best practice processes and ITIL
* Active within a productive team, sharing knowledge and supporting a culture of accountability
* Troubleshooting a variety of IT-related issues, focusing on minimising disruption / downtime by diagnosing and resolving faults in the most acceptable way for the individual end user
* Administering internal databases, consistently reviewing and updating records
* Maintaining user access to systems/emails/data. Creating SOX compliant user accounts
* VIP Support
* Continuous monitoring of servers & firewalls port administration configuration to ensure consistent operations

**Key achievements**

* SME contact for all O2 retail store outlets nationwide
* Consistent achievement of above target sat. scores, monthly awards and customer satisfaction

**SALES REPRESENTATIVE – Leeds Motor Sales 2013-2014**

Source and sale of vehicles both face to face and online

* Used expert industry knowledge to source a variety of vehicles most likely to meet customer requirements – ensuring quality and safety were top priorities
* Built easy rapport with customers to understand their needs, before offering relevant models / makes within a realistic price range to maximise the chance of closing a sale

**2nd LINE SUPPORT ANALYST (Contract) – Europa 2013 - 2013**

Supporting 3000 users over the phone, email or in person. Logged calls before troubleshooting, diagnosing and resolving IT issues via phone, email, floor walking or remotely

* Incident and requests management, Active Directory, Windows , MS Server, mobile devices, Exchange (support, configuration), VPN, software, hardware, security (support deployment) and roll-outs

**IT SERVICE DESK ANALYST (Contract) – Univar 2012 -2013**

Delivered first line support to customers face-to-face, via remotely, telephone and via email, troubleshooting and resolution

* Handled Active Directory issues (password resets, unlocks, account activation / deactivation, permission groups etc.), Exchange (setup, profile creation, mailbox access, permission groups etc.) and supported software requirements incl. how-to guidance, updates, patches etc.

**CUSTOMER SERVICE ASSISTANT – Hyde Park Autos 2011-2012**

Supported the successful running of a family-owned business

* Sourced and procured competitively priced vehicles for advertising / re-sale
* Prepared vehicles for repair, maintenance and MOTs including paperwork and ordering parts
* Delivered great service to customers to ensure high levels of repeat business

**FIRST LINE IT SUPPORT ANALYST – Lloyds Banking Group 2011**

Provided first line support utilising ITIL principles for 240,000 end users, ensuring issues were understood and actions explained in a non-technical language to maximise rapid resolution and satisfaction

* Supported users with Exchange and Active Directory issues, Citrix, checking workstations and offering software and hardware support as required
* Delivered step by step instructions by phone email or remote access, depending on user preferences

**CUSTOMER SERVICE ASSISTANT – Hyde Park Autos 2010-2011**

**CUSTOMER SERVICE ASSISTANT – Halifax Bank of Scotland\Lloyds Banking Group 2005-2010**

Delivered operational and administrative functions which supported the overall delivery of quality end-to-end processes / procedures to meet internal and external customer requirements

* Timely processing of customer applications including verification of ID documents
* Supported the QC department in the implementation of specific improvements to operations
* Delivered in accordance with challenging SLAs and in line with FSA regulations

**DATABASE TECHNICAL ADMINISTRATOR – BT Plc 2002-2004**

* Responsible for the comprehensive management of client sites, equipment, LANs/WAN routers and 3-coms, rapidly addressing and logging any faults before undertaking diagnostic/troubleshooting tasks
* Ensured major faults were dealt with in line with SLAs including reporting to the Product Manager

**EDUCATION**

2019: CPD & iAP Certified Microsoft Windows 10

2019: Microsoft Windows 10 Advanced Troubleshooting

2019: Microsoft Windows Advanced Performance Troubleshooting

2019: CPD & iAP Certified Microsoft Office 365 Administration

2019: CPD & iAP Certified IT Management

2019: CPD Certified Computer Operating System & Troubleshooting

2019: CPD Certified Cyber Security

2019: CPD Certified CISSP

2019: CPD Certified GDPR

2019: Business Analysis Crash course

2011: ITIL in house training Lloyds Banking Group

2001: HND in Business Computing; *Leeds Metropolitan University*

1998: GNVQ (Advanced) in Information Technology; *Thomas Danby College*

1996: GNVQ (Intermediate) in Business and Finance; *West Leeds High School*

1993:5 GCSEs including English and Science; *West Leeds High School*