**Mohammed Saif Zulficar**

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**Personal Statement**

I am a hardworking and organised individual. I like to communicate with other people and like to get to know new people. I have a lot of self-confidence and like to do stuff to the best of my ability. I like to keep myself motivated by setting new challenges that test me as a person physically and mentally.

**Education**:

**2006 – 2013 William Hulme’s Grammar School**

GCSE’s including:

Mathematics - B Additional Science - C

English - B Physical Education - C

Core Science - C Art - C

Business Studies - C I.T - Distinction

**2013 – 2015 Manchester College**

Level 3 SPORTS BTEC National Diploma

**Employment**

**Sodexo (1st/2nd Line Support – Full Time) (August 2017 – September 2019)**

Duties:

* To provide technical support; answering support queries via phone, email and self service
* To maintain a high degree of customer service for all support queries and adhere to all service management principles
* To take ownership of user problems and be proactive when dealing with user issues
* To log all calls on the logging system and maintain full documentation
* Maintain an updated log of any software or hardware issues
* Provide regular updates to customers on any reported issues

**Softwares Supported –**

* Office 365/ Office 2010
* Active Directory
* Kronos
* Optimo
* SoMobile
* EPOS Tills/ Omnico
* Salesforce
* Windows 7/ Windows 10
* Citrix

**Irwell Valley HA (IT Apprentice – Full Time) (August 2016 – June 2017)**

Duties:

* Helping colleagues with any profile and hardware issues
* Helping colleagues with any technical and system issues
* Setting up laptops and computers to the domain
* Setting up mobile phones and ipads to the domain.
* Upgrading internal system softwares

Working at Irwell Valley has been my most enjoyable job as of yet. Each day there were different challenges that I had to overcome and also I had to learn quite a lot about the I.T industry. I learnt to develop my communication skills further as I had to walk colleagues through the problem solving process for each issue they had step by step.

**Convergys (Telesales – Part Time) (September 2015 - March 2016)**

Duties:

* Ring customers and introduce the company
* Try to sell the product to the customer
* Tell customers the benefits
* Helping customers with queries

**Iceland (Customer Assistant – Part Time) (February 2014 - July 2015)**

Duties:

* Working on the till
* Communicating with customers
* Helping customers with their shopping
* Stock control

**KFC (Team Member – Part Time) (July 2013 – January 2014)**

Duties:

* Working on the till
* Making burgers and fries for customers
* Communicating with customers
* Packing orders for customers

**Kings Road Primary School (2 Week Work Experience)**

Duties:

* Ensuring a high standard of health and safety measures are constantly maintained
* Providing a comfortable and safe environment to all children
* Interacting and engaging with all children
* Preparing physical and mental activities for children
* Undertaking certain domestic job within the primary school

Working at Kings Road Primary School I have learnt to work in close partnership with colleagues and to develop and maintain good relationships with both old and young individuals.

**Hobbies and Interests**

I am an active individual with an interest in a wide range of sports and activities. I love to play football. I was on my school football team and also currently on the football team for my college. Football is my favourite and strongest sport. I support Manchester United as they are my favourite football team and that is the city I was born in. I am a member of my local gym and believe that spending time in the gym keeps me healthy and physically active.

**Skills**:

Computing: MS Office (Excel, PowerPoint, Publisher, Word)

Languages: Fluent in English and Urdu

Can speak out to a group of people confidently

Full UK Driving License