**Munib Arshad**

**IT/ICT Support Technician**

To work and serve to my highest capacity showing commitment to the organization through efficient multi-tasking & prioritizing workload utilizing my experiences and knowledge to actively contribute in a dynamic environment as a productive team player or as an individual whilst building a positive reputation and image of quality service.

**Personal Skills & Experiences**

* Good background in Installation, upgrades, support of hardware/software peripherals and network devices.
* Experience in Windows 2000 & 2012R Server, Windows NT, Windows, XP, 7, 8,10
* Microsoft Certified Implementing & Supporting Windows XP/2000
* Microsoft Office Specialist Word & Excel
* Understanding of Active Directory and Domain structure
* knowledge in IP addressing, Mac address, static addresses
* Maintaining of Active Directory, Domain Users and Group Policies
* Understanding of Wireless & LAN
* Experience in monitoring performing health checks, installing patches and upgrading hardware
* Efficiently coordinating with the technical support team and vendors to resolve problems
* Have good communication skills verbal & written, problem solving and troubleshooting skills
* Committed team player and able to work with minimal supervision
* Capable of analyzing and troubleshooting and providing quick solutions to minimize disruption
* Provide backup services and solutions where required
* Maintain and check all IT equipment, smart boards, projectors, printers
* Building & repairing Pc’s & Laptop’s & Installing OS systems
* Call handling skills via phone or email
* Able to meet the needs be of being first point of contact for customers
* Excellent customer service skills
* Able to handle incidents and escalate where required
* Proactively keeping the client informed & updated at all times

**ESP Global Services 03th June 2019 – Present**

**Airport engineer**

* Provide 1st/2nd line support across Manchester Airport, checking in desks, boarding gates, UK border Force E-gates, self-service kiosks, self-service bag drops. All running on windows based clients.
* Involved in the current new project of upgrading computer equipment at check-in desks at Manchester Airport Terminal 2
* Carry out routing preventative maintenance.
* Carry out health checks on Visual Box E-gates at entry gates in arrivals.
* Being proactive and minimising outage effecting passenger checking.
* Escalate to relevant third party vendors when required.
* Proactively seek for any loss of service and resolve.
* Repair or replace and maintain barcode readers, passport scanners, facial camera’s, proactive camera’s, bag tag printers, receipt printers.
* Install or re-image any software as required.
* Installation & removal of hardware.
* Troubleshooting general daily user issues.
* Raise any RMA requests and arrange shipment of goods.
* Liaise with the users and staff to unsure a satisfactory outcome.

**Loreto Sixth Form College 04th Sep 2018 – 09nd Oct 2018**

**IT Technician**

* Provide technical assistance & setup of IT equipment at college road shows for presentations.
* Provide technical assistance on-site.
* Take ownership of tickets created via Zendesk.
* Apply a first time fix where possible or escalate to 3rd Line.
* Maintain & configure equipment smartboards, touchscreens & printers, projectors.
* Installation of software where required.

**AutoCab Ltd 30th April 2018 – 06th July 2018**

**1st Line Support**

* First point of contact providing support to users using bespoke software mainly Ghost for booking & dispatch of private hire cars
* Create trouble tickets using Zendesk.
* Provide remote support using Team viewer.
* Customize software according to customer needs.
* Escalate to 2nd line where appropriate & required.
* Assist clients using physical servers & cloud based.

**ServiceTec International Ltd 29th June 2015 – April 16th 2018**

**Customer Service Engineer 1st/2nd Line**

* Provide onsite technical support to all the airline companies based at Manchester Airport.
* Installations of hardware, i.e bar gate readers (BGR’s), receipt printers, Dot matrix printers.
* Installation of software & to resolve application faults and escalate if necessary to airline support teams.
* Restoring and re-imaging pc’s.
* Peripheral maintenance.
* Backup servers based at Manchester Airport.
* Fault diagnoses and maintain the windows based self-service kiosks.
* Provide 1st line support to agents on checking desks & boarding gates Landside/Airside, Airport service operators, and training rooms.
* Provide technical support to East Midlands & Bournmeth Airport via VMWare Vsphere.
* Follow up tickets to conclude resolution and close any on hold tickets.
* Liaise with airline team leaders to confirm a satisfactory outcome of any escalations raised.

**Tesco Broadband & Homephone 17th March 2014 – 19th Jan 2015**

**1st Line Technical Support**

* Provide technical support to customers over the phone.
* Fault diagnose and resolve broadband and homephone issues.
* Configure and setup router remotely.
* Obtain all the necessary information in order to raise fault ticket and escalate to the networking team.
* Assisting the end user to connect various wireless devices.
* Lease with engineers on site.
* Follow up faults to confirm resolution.
* Other aspects of administration i.e. call logging, arranging engineers, email setup.
* Assisting customers configure third party routers.

**Lycamobile UK Limited 6th Feb 2012 – 31st Jan 2014**

**IT Technician**

* Creating and maintaining of Active Directory, Domain Users and Groups, giving appropriate NTFS permissions.
* Co-coordinating & assisting in Installations, upgrades, configuration, rollout and support of hardware/software peripherals and network devices.
* Providing remote support.
* Server configuration and maintenance.
* Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
* Testing backups periodically. Repair and recover from hardware or software failures.

**Environments:** Windows 7, XP, 2000, Windows Server 2008

**PineBridge Investments Europe Ltd 1st March 2010 – 20th Jan 2012**

**Junior Windows Administrator**

* Install and configure systems such as supports GIS infrastructure applications or Asset Management applications,
* Develop and maintain installation and configuration procedures, Contribute to and maintain system standards, Research and recommend innovative, and where possible automated approaches for system administration tasks.
* Perform regular [security monitoring](http://supportingadvancement.com/employment/job_descriptions/advancement_services/system_administrator.htm) to identify any possible intrusions.
* Creating and maintaining of Active Directory, Domain Users and Groups, giving appropriate NTFS permissions.
* Virtualized existing windows physical servers to virtual servers using VM Software, created and deployed 150 VM’s with windows 7 & 100 with windows XP for end users.
* Monitoring & managing performance of ESX servers and virtual machines.

**Environments:** Windows 7, 2000, XP, Windows Server 2008, VM Workstation

**Goodyear UK 7th April 2008 – 12th Feb 2010**

**Junior IT Technician**

* Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
* Creating and maintaining of Active Directory, Domain Users and Groups, giving appropriate NTFS permissions.
* Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
* Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required. Perform daily system monitoring,

**Environments:** Windows 7, Windows XP, Windows 2000, Windows Server 2008

**Cheshire Homes UK Oct 2006 – July 2008**

**Administration & Finance**

* Answering and helping customer queries face to face and on the phone.
* All aspects of administration.
* Maintain and check all IT equipment.
* Organising repairs and property maintenance.
* Responsible for commercial rent invoicing and arranging insurance.
* Arrange bailiff visits when required.
* Update company website.
* Dealing with council tax issues for residential and commercial properties.

**Kingston Financial Services Nov 2004 – May 2006**

**Administration & Finance**

* All aspects of administration including answering calls, replying to emails.
* Carry out credit checks with credit reference agencies.
* Provide tailored loans/mortgages to prospective clients.
* Responsible for the running and maintenance of IT equipment.
* Updating company website with promotional offers when required.

**St Marks Primary RC Oct 2003 – July 2004**

**ICT Technician**

* Provide ICT support to the ICT coordinators.
* Maintain and check all IT equipment and replace ink and toner cartridges for printers.
* Smart board audio/video configuration.
* Troubleshooting and installation of software packages.
* Fault diagnose, and repair computer systems.
* Keep an accurate record & document of all daily tasks carried out.

**Micro Direct Ltd Nov 2000 – Aug 2003**

**PC Technician**

* Build & repair custom made PC’s.
* Troubleshooting & testing.
* Installation of Windows OS

**Education & Training:**

MS 2272 Implementing and supporting Microsoft Windows 2000 XP Professional – IT Base Ltd Manchester UK 2003

Microsoft Office Specialist Word 2000 – IT Base Ltd Manchester UK 2003

Microsoft Office Specialist Excel 2000 – IT Base Ltd Manchester UK 2003

HND in Business Information Technology Year1 - Bolton Institute Bolton UK 1998

BTEC National Diploma in Computing & IT – North Trafford College Manchester UK 1996

BTEC First Diploma in Computing & IT – North Trafford College Manchester UK 1994

GCSE Math’s – C ,English- B, Geography -C, Art -B, Urdu C – Burnage High School Manchester UK 1992