**HINNAA** HUSSAIN

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**Me in Three**

**Focused - Dedicated - Self Motivated**

**A Brief Introduction**

If we were to meet you would find me a **well-disciplined** and **organised** individual, especially in customer facing environment, my **determination** skills ensure that I am a **reliable** person who can be **trusted** to work as a valuable **team member** or **solo** on a project successfully. I have a **positive** **vibe**, which I bring to the work environment, and I pride myself in doing the best. My only aim is to continually ascend on the ladder of opportunity and become a refined professional in my field of Business Information Technology.

**Professional Highlights**

\* Proficient in Technology Management \* Problem Solving

\* Business Development \* Technical help desk

\* Project Management \* Citrix

\* Active Directory \* Team Building

\* Field Marketing \* Office 365,

**Education**

**2015 BSc Computer with IT (Grade 2:1)**

University of Salford - Salford, Manchester, UK

**2013 Foundation degree Computer Network** **Management** (**Grade: Merit**)

The Open University -Manchester, UK

**2009** **BTEC ICT Double Award (Grade M/D),**

The Manchester College - Ardwick, Manchester, UK

**2008 GCSE: A-C Grade GCSEs Achieved including Maths, English & Science**

Whalley Range High school, Manchester, UK

**Professional Experience**

**09/17 – onwards** Nelson, Lancashire, UK

**Desktop Engineer - Nelson and Colne College**

* Remote desktop
* Managing Tickets (spice works)
* Resetting passwords
* Answering calls
* Imaging PC’s / Laptops
* Deploying windows 10
* Going to classrooms to fix technical issues
* Fixing projectors/promethean boards
* Deploying an image for classroom turning into a Microsoft Lab (Mini Project)
* Going to other sites to fix technical issues – (LAL\apprenticeship site)
* Merged with Accrington – having roles to help staff logon at each site

**06/16 - 11/16 Redundancy**

**IT Assistant - Betta Living** Oldham, Greater Manchester, UK

* Remote Desktop / Resetting Passwords
* being able to fix problem from one computer
* Admin for the systems
* Answering Calls
* Setting up Computer with the Domain/desktops, printers
* Listening to call recordings
* UNIX
* Managing the systems while the manger was away
* EQ - setting new users/sales reps/ access
* Articad - helping with silanis e-sign signatures
* Travelling to Warrington, Rochdale, Stockport showrooms, Chadderton offices for assistance on technical issues
* Citrix - setting Citrix Reciever up on Ipads/Laptops
* Airwatch
* Server Manager

**March 2016-June 2016**

**Boots Sales Assistant**  Manchester Airport - Manchester

* Attending to customers
* Re-stocking
* Experienced working in exceptionally busy periods
* Cash handling
* Counting Food/re-stocking-date checking
* Stock counts
* Face to face and verbal communication skills used to help the customers
* Tests - Hygiene/Safety/Make-up products/food
* Taking orders over the phone

**03/14 - 06/16**

**Manchester United Kiosk Assistant** Trafford, Greater Manchester

* Attending to customers
* Re-stocking
* Experienced working in exceptionally busy periods
* Cash handling
* Cashing up tills
* Stock counts
* Opening and closing the store.
* Face to face and verbal communication skills used to help the customers look for the right product they need.
* Written skills have been enhanced throughout my college studies as a result of writing various essays and completing a number of assignments.

**09/15-11/15**

**Cedars Consulting Limited** Greater Manchester

* A marketing based company who work with international students who would like to study abroad such as Canada, Africa, Poland, and New Zealand, even in the UK.
* Dealing with enquiries,
* Making phone calls,
* Sending emails,
* Researching different types of ways to work while studying.

**Start: 01/16 - 03/16**

**Jennings Estate Agents** Rusholme, Manchester

* Dealing with enquiries,
* Making phone calls,
* Sending emails,
* Making appointments for viewings.
* Writing receipts

**08/12 - 01/14**

**Market Trader** Greater Manchester

* Travelling around to different areas,
* Working in a customer based environment and dealing with complaints in a way which both customer and management were happy with.
* Stock and set up nice and neat,
* Allowing the customers to be able to come and see them without having any trouble,
* Look after the unit at busy times,
* Attend customers,
* Keeping the unit is always tidy and it was always stocked up.
* Enabled me to interact with customers more effectively.
* Deal with any customer queries, which I believe is important in any business.

**07/11 - 07/12**

**Danny Black Estates** Manchester, Lancashire, UK

* Receptionist,
* Pick up phone calls,
* Take on messages,
* Attending customers
* Started to make a website for the estate agent
* The duty of making appointment
* I have a wide-range of experience of computing skills enhanced by undertaking an ICT course
* Competent user of all Microsoft packages, Microsoft Word used for essays and reports, PowerPoint for presentation, Excel for spreadsheet design and producing graphs.

**VOUNTARY PROFESSIONAL EXPERIENCE**

Kids Allowed Didsbury, Manchester, UK

**Child Minder**

* Taking care of children, which took a range from a couple of hours to most of the afternoon.
* Teamwork has been essential whilst playing various sports, interacting and co-operating with team members.
* These skills were also essential when undertaking group presentations at college in order to achieve objectives set.
* Teamwork has been a necessary when achieving and exceeding targets set.

Pacey Promotions, Manchester, City Centre

**Sales Marketer**

* Promote Beauty Products to customers
* Different areas such as Stoke on Trent, Preston, Bolton, Manchester, Leeds, Blackpool
* Having a positive and cheerful attitude
* Learning Different impacts of a business
* How to interact with customers face to face

**My Interests**

* Variety of indoor and outdoor Activities
* Dance
* Meeting new people
* Keeping up with technology / Business
* Socialising
* 10k Charity Run
* 5k Family Fun Run