Ismail Fulat

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# **PROFILE**

An enthusiastic and motivated first line IT support specialist who strives to give clients a swift and pleasant customer service experience. An analytical and methodical problem solver who loves to face new challenges, understands the nature of faults and identifies the most efficient solution. Proactive in monitoring servers, backups and other services. Confident with different operating systems and able to switch between different IT environments. Comprehensive understanding of networking. Explains technical issues to non-technical users in a simple easy to understand manner. A team player, always willing to help others and enjoys learning new things.

# **WORK EXPERIENCE**

**IT Support Specialist Posilan LTD (June 2016 – September 2019):**

* Providing support to clients over the phone, remotely and in person.
* Answering calls and keeping records on Ticket system. Organising tickets to relevant departments. Updating company wiki and ensuring data is current.
* Providing support for Microsoft Windows 10, 8,7 and Mac OS X, Mobile devices and Laptops. Installing and upgrading operating systems, performing maintenance, repairs, optimisation and hardware/software upgrades. Installing software: Anti-Virus, Microsoft Office, Email (Microsoft Outlook). Backup software (0BM): Installing and monitoring daily backups of servers. Networking: LAN cabling, Patching.
* LINUX: Updating servers and escalating any issues, Investigating Mail logs, Installing OS on workstations, Creating Linux guest VMs, installing software. Beginner experience with different distributions and desktop environments.
* Active Directory Administration: Managing Users, permissions, and memberships. Configuring redirected profiles, and making Group Policy changes.
* Hosted Exchange, cPanel: Managing users and mailboxes, mail tracking and reports. Applying for client domains to be whitelisted if necessary. Spam Filter: Releasing email. Creating black and whitelists. Investigating mail queues and escalating when necessary.
* Microsoft Windows Server 2008, 2012, 2016, SBS 2011, Server 2012: (creating ftp users), Ransomware Filter, File management, configuring permissions.
* Responsible for Server monitoring. Performing diagnostics and taking relevant action or raising to second/third line.
* Using web proxies to manage user access to the web. Access card creation for appropriate site access. Installing CCTV software on client pc.
* Experience in using Microsoft Cloud Services: Office365 Admin, Azure PowerShell for basic user changes, access to SPLA Licensing Centre.
* Virtualization: Hyper-V perform basic duties on virtual servers. Adjusting settings, storage allocation, and monitoring replication. Use VirtualBox to create workstation VMs for clients.

**Teacher**

**School of Islamic Education (October 2019 – Present) (June 2015 – June 2016):**

* Teaching children between the ages of 5-16 Arabic Language, Creed, History, Spirituality and Morality.
* Liaising with Parents, Headteacher and Committee.

**QUALIFICATIONS**

**IT User Skills BTEC Level 3 Diploma**

**IT Application Specialist Advanced Level Apprenticeship**

*Posilan LTD (2016-2017)*

**Enrichment Diploma Cultural Diversity: Gold**

*Preston College (2010)*

**Islamic Studies Degree**

*University of Islamic Knowledge and Guidance (September 2009 — June 2015)*

**BTEC First Diploma in Media Level 2**

**Key Skills Information and Communication Technology Level 1**

**GCSEs: 9 A\*-C**

*Stretford High School (2009)*

# **PERSONAL SKILLS**

* Professional and friendly manner
* Effective team player who collaborates with and helps others
* Enjoys learning new things and refining IT skills
* Communicates effectively with others (Fluent in four languages)
* Full UK Driving License

## **REFERENCES**

References available upon request