Adil Hamid

Mobile: +447599443403 | Email: [adil.hamid@hotmail.com](mailto:adil.hamid@hotmail.com)

D.O.B: 16th March 1992 | Nationality: British

Effective analyst with comprehensive technical and business skills. History of boosting efficiency by identifying opportunities and implementing optimized processes. Assisted with security audits and documented the findings & results. Excellent organisational ability, working well under pressure and meeting deadlines. A dedicated and versatile team worker who also has the self-discipline to work alone. Excellent analytical skills resulting in high problem solving ability. Good all round information technology aptitude and has an intuitive ability to learn new skills quickly.

|  |  |
| --- | --- |
| **CORE STRENGTHS** | **TECHNICAL SKILLS** |
| * Establishing Priorities & Schedules | * Microsoft Office 365 & Project |
| * Process Improvement | * Microsoft Windows Server |
| * Process analyst & Redesign | * Switching/Routing/Firewalls |
| * Able to work in diverse surrounding; alone and in group settings. | * PHP, HTML, SQL, SAP |
| * Security analyses on Laptops/PC’s | * LAN/WAN/VPN/WIFI Networking |
| * Ability to plan, design, and implement security programs developed with IT team | * Windows XP, Vista, 7,8,10 * DNS/DHCP/AD/Group Policy |

**PROFESSIONAL EXPERIENCE**

*Wanstor is an IT Solutions Company that provide a range of hosted and deployed services for customers small and large. Wanstor’s hosted solutions include hosted Email (Hosted Exchange), Hosted online back-up, Hosted Desktop, and Hosted Network Monitoring. Wanstor provide a full support service which includes 24-hour helpdesk, network monitoring and on-site support.*

**Wanstor**

**Senior Technical Consultant**  **Feb 2019 to Present**

* Providing Restaurants with support ensuring high priority incidents are resolved prior to trading hours or with a focused effort in restoring services efficiently.
* Managing and overseeing new restaurant openings from an IT perspective delivering projects milestones on time
* Completing projects across multitude of customers including migration of email into 365 / hosted enviroments, building new virtual servers and setting office / new site openings.
* Customer infrastructure review days involving recommendations for improved IT services and the proactive prevention of outages across key IT components
* Managing customer infrastructure in 3rd party hosted services including Azure, AWS and Google
* Managing windows servers from 2008 R2 to 2016
* User management through Active Directory, Microsoft Exchange (managing groups and GPO configuration)
* Exchange click apply and Microsoft 365 management
* Procurement, configuration installation and asset management of IT hardware, software and services
* Management of 3rd party suppliers and non Wanstor projects
* Working closely with London service desk ensuring tickets are resolved within SLA and Problem tickets are identified with stable solutions
* Configuring and troubleshooting network connections in a LAN, WAN or in a DSL environment
* Monitoring our customer infrastructure using Wanstor’s monitoring tools
* Maintaining good customer relations, visiting sites in the Manchester area
* Producing appropriate documentation for deployments & other changes
* Monitoring and maintaining scheduled backups in VMware and Windows networks, using these back-ups for test and live restores;

*****Cloudsource provide a wide range of cloud-based solutions covering business communications (a Managed Cloud Platform, Hybrid and On-premise Telephony, Mobile Telecoms, Unified Communications), business essentials (IT, Utilities, IP Surveillance) and marketing tools (Marketing on Hold and Social WiFi).*

**Cloudsource Technologies**

**2nd & 3rd Line IT/Cloud Technician**  **Aug 2017 to Jan 2019**

* Running the IT service Desk
* LAN/WAN/VPN/WIFI Networking (Netgear, Samsung, Ubiquti)
* Switching/Routing/Firewalls (Draytek, SonicWall)
* Microsoft Windows Server (2012, 2016)
* Microsoft Windows and Office
* Microsoft Office 365
* Microsoft Azure
* DNS/DHCP/AD/Group Policy
* Basic Telephony Knowledge including SIP
* Pre-Installation Site Surveys
* Providing end user training in operation of LG Software & Phone system
* Working with other key departments within the business on projects from time to time
* The ability to manage the onsite installation of Telephone System’s (both on premise & cloud systems)
* Ability to communicate with people from a technical and non-technical background and provide effective basic training to users in operation of the telephone solution  
  Ability to work under pressure and to tight deadlines and able to adapt to changing circumstances

Image result for agilisys

*Agilisys is one of the UK’s most innovative and fast growing IT and business software and services providers, helping clients to transform their businesses through a suite of citizen-centric technology products as well as centres of delivery excellence around the UK.*

**Agilisys**

**Service Desk Analyst - 1st Line & 2nd Line Support** **July 2016 to Aug 2017**

* Escalating IT issues to the IT manager where necessary
* Responsible for managing backups and tape rotation
* Diagnosing and resolving technical issues
* Providing desktop and server support
* Supporting and maintaining MS Server/Desktops and MS Exchange
* Setting up and configuring new laptops and desktops
* Installing authorised software to laptops and desktops
* Ensuring security and upgrades are applied to desktops and laptops and kept up to date
* Antivirus installation to all desktops and laptops
* Fault finding to laptops and desktops
* Reporting faults and maintaining logs on servers, desktops and laptops
* Patching of network and phones
* Ensuring all logs for equipment and users are maintained
* Setting up and configuring new core servers
* Installing authorised software to core servers
* Ensuring patches and upgrades are applied to core servers
* Fault finding to core servers
* Creating purchase requisitions for IT hardware/software
* Ensuring licensing for all software purchased is recorded and maintained
* Exchange server mailbox maintenance including archiving mailboxes
* Setting up new users and disabling expired accounts in accordance with HR requirements
* Update and create scripts for use on the Service Desk, in accordance with ITIL best practise.



*MerrittOne Technologies specialize in supporting the IT needs of small businesses and partnerships that want proven IT expertise with personal, tailored services. From a help-desk to a new system that supports, growing business.*

**Merritone Technologies**

**Business/ Security Analyst (Internship) May 2014 to Aug 2014**

* Gathered, analysed and documented business and security report requirements. Engaged with client management teams to establish functional and none functional requirements. Performed analyses on over 200+ PC’s & laptops for security audit.
* Training new colleagues
* Analysed and documented business information requirements
* Worked with architects to translate requirements into technical specifications
* Planned and executed acceptance test plans

**EDUCATION**

* **MSc IT Security** University of Central Lancashire(Sept 2014- Jan 2016)
* **BA (Hons) Business Information Systems -** University of Central Lancashire(Sept 2010- May 2014)
* **BTEC National Certificate Business Studies (Distinction) –** Bolton Sixth Form College(Sept 2008- May 2010)
* **‘A’ Level ICT –** Bolton Sixth Form College(Sept 2008- May 2010)
* **GCSE’s (8 Grades A-C) –** Prestwich High School(Sept 2003- Jun 2008)
* **Primary School –** Prestwich Preparatory School(Sept 1998- Jun 2008)

**PROFESSIONAL CERTIFICATIONS**

* 2015 - DAT203x: Data Science and Machine Learning Essentials
* 2014 - ISEB Foundation Certificate in Programme/Project Support
* 2013 - ITIL Foundation Certificate in IT Service Management

**PERSONAL SUMMARY**

I have a keen interest in keeping fit and most sporting activities are a motivating factor allowing myself to pursue this hobby avidly. Football is a passion which I enjoy both as a spectator and participant. I regularly organised trips to Anfield throughout the football season as a patriotic Liverpool fan; and play at a very competitive level, for a 5-a-side league and currently play for a Sunday League team, with colleagues and opposition who are literally, much beyond my years.

I also enjoy going to the gym and setting out for morning runs which keeps me fit. I also like playing snooker, watching movies and socialising with friends to relax. I do like travelling and have visited numerous destinations including Dubai, America (New York & Florida), Germany, Qatar and France. I would like to travel to as many countries as possible for the purpose of sightseeing and gaining knowledge of various cultures.