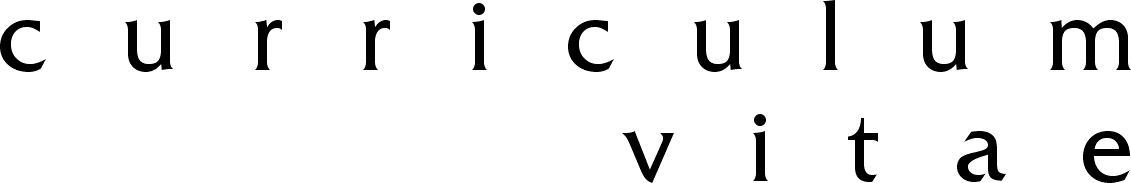
## ANIS ILYAS



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**Email:** [anisilyas@yahoo.co.uk](mailto:anisilyas@yahoo.co.uk)

**Date of Birth:** 11th November 1983

**Gender:** Male

**Nationality:** British

**Driving License:** UK Full Clean

***PERSONAL***

***PROFILE***

IT professional with over 14 years of experience within the IT industry working in various roles and projects. Capable of providing Windows and Mac support across all levels and seeking an opportunity to develop new skills, enhance current skillsets and aspiration to learn new technologies.

A highly organised and efficient individual, whose thorough and precise approach has yielded excellent results in incident and problem mangement alongside working well in a highly pressurised and challenging working environment.

***ACADEMIC***

***BACKGROUND***

*Sept 2004 – July 2006* **University of Bradford**

BSc (Hons) *Computing & Information Systems: 2.2*

*Sept 2001 – July 2004* **Leeds Metropolitan University**

*HND in Computing: Merit*

*Sept 1992 – July 1999* **Tong Upper School**

* *AVCE (d): Information Technology*
* *AVCE (s): Information Technology*
* *GCSE: 9 GCSE passes including English & Maths*
* *Tong Project Prize: Best Media Project Award*

***EMPLOYMENT***

*02/10 – Present* **Hallmark Cards:** *2nd Line Support Engineer*

I work as a 2nd Line Support Engineer providing suppport to 900 users based across 2 sites in the West Yorkshire area and providing offshore support to users located in Australia, Japan and Central Europe. My main responsibilities are working through incidents that have been escalated from the 1st Line team including P1 and P2 issues. My other key responsibility is to manage the hardware across the two warehouses and provide training where necessary to ensure production efficiency.

**Key Responsibilities**

* Providing support to users both onshore and offshore across 4 countries
* Managing users, computers and groups through Active Directory
* Microsoft Exchange administration including creating accounts, shared mailboxes. Distributions lists, amending and removing accounts
* Working through the ServiceNow ticketing system to resolve issues
* Dealing with high priority issues (P1,P2) and resolve within agreed SLA’s
* Ensure warehouse systems including Servers, Desktops, Printers, Telephony are operational at all times
* Carry out daily checks, backups, monitor and respond to alerts
* Provide advice and training to colleagues and users at all levels.

**Project Work**

* Currently assisting the International IT team to rollout Windows 10 in The Netherlands, Belguim and Germany. This entails imaging new hardware, installing software, migrating and setting up the users in Active Directory and provide training to users.
* Completed a site relocation, which included moving hardware, rewiring, patching and setting up the new site.
* Successfully decommisioned the data centre before the site was sold.
* Successfully managed the Windows 10 rollout across two sites.
* Business transformation project team member – Building new virtual machines, testing new in-house applications, migrating users to the new domain in Active Directory and deploying software across four countries. I was also the single point of contact for any issues arising from SIT, UAT and PROD.
* Rolled out 1200 Zebra devices to field based users. The work involved the setup, installation and confguration of the Zebra devices, ready to be rolled out.
* Successfully completed the Mac Refresh deploying 500 Macs across the business

**Key Skills**

Active Directory Exchange Vmware / vCentre

Airwatch MDM Windows 7/10 Ivanti Management Suite

ITIL Certified ServiceNow Zebra Thermal Printers

HandHeld Devices Veeam Backup Apple iOS

Networking / Patching Cisco Telephony Mac OSX

Imagine Deployment Hardware Repairs Adobe Cloud Support

*12/07 – 01/10* **ComputerCall:** *IT Support Analyst*

Worked as part of the Specialised Business & Voice Team supporting users across the HBOS organisation. My main responsibilities were 1st line telephone support for IT related issues arising from call centres, customer service centres, head office and branch locations. This was a very demanding role as it required the call/issue to be resolved within the set SLA’s.

I believe a great insight had been shown into the demanding role of the 1st lin support role, where it is necessary to converse with users in a professional and friendly manner, simultaneously solving the issues at hand.

**Key Responsibilities**

* Providing telephone support to HBOS internal users
* New user setup and administration
* Incident and queue management
* New starter training

**Key Skills**

Active Directory Administration Server 2003 Microsoft Office

Microsoft Exchange Nortel Networks Avaya IP Telephony

Cisco IP Telephony BT Meridian ITIL Certified

**In-House Software**

CCagent Winxcel Xcellerate PlanIT CPS MSP

Available Upon Request

***REFERENCE***