**Hassan Aziz**

**Room 38 Grattan house, 134 Sunbridge Rd, BD1 2PF**

**Mobile: 07384 622393 Email:** [**mh-92@hotmail.co.uk**](mailto:mh-92@hotmail.co.uk)

**PROFILE**

An extremely hard worker with a drive to succeed. Having worked in customer service before I possess numerous transferable skills such as organisation, time management and being a valuable team player. I am currently looking to get back in customer service and learn all I can, I have had a passion for customer service from a young age and I have mastered the ability to communicate professionally and politely.

**EDUCATION**

**University of Bradford**

MSc Cybersecurity (Dropped out due to being too difficult) **Sep 2018 – Mar 2019**

BSc (Hons) IT with Business [2:2] **Sep 2011 – Jul 2015**

**Belle Vue Boys School Sep 2003 – Jul 2011**

BTEC: Information technology [Distinction], Business [Merit]

GCE AS level English [Pass]

8 GCSE passes including English and Math grade [C]

**VOCATIONAL QUALIFICATION**

Customer service [level 2] studied online on vision2learn in 2013

**Key Skills**

* Customer service and rapport
* Excellent communication ability
* Team work and adaptability
* Attentiveness and patience
* Product knowledge
* Time management and Willingness to learn Ability to read customers
* Empathy
* Full clean driving license but no car

**WORK HISTORY**

**Daisy Group, 1st line support, Birstall (Temporary) Jun 2018 – Sep 2018**

* Providing first line technical support/administration via telephone, email and remote access
* Taking an active role in incident/problem/request fulfilment, in line with Service Level agreements ensuring customers and users are provided with accurate and timely updated information relating to their reported incident/request
* Producing technical support documentation
* Carried out daily systems checks and created reports
* Advise and assist colleagues in the resolution of incidents logged
* Administer user accounts and provide endpoint one time logons
* Mentoring and developing other team members
* Be vigilant for possible fraudulent activity and if necessary raise a security incident report
* Carry out any ‘ad hoc’ assignments as and when required
* To be compliant with health and safety company policy and legislation
* Create and Administer AD and Exchange accounts in office 365

**UK Mail, Parcel sorter, Leeds (Temporary) Feb 2018 – Apr 2018**

**Deliveroo , delivery rider, Bradford (Self-employed, Contract) Jun 2017 – Oct 2017**

**Civica, Junior Analyst, Leeds (Permanent) Apr 2017 – Aug 2017**

* Taking incoming and making outgoing calls pertaining to software/hardware issues
* Liaising with senior IT colleagues, 3rd party service providers
* Logging and owning tickets until resolution
* Assigning tickets to 2nd Line when specific requests are made i.e. Software installation or new starter requests
* Part take in training, 1:1 and team meetings
* Administer user accounts in AD limited to password resets. Walk users through endpoint one time logons
* Windows XP/7, VM’s, Laptops, desktops, Wyse terminals, mfd’s, standalone printers/scanners, TS and SCCM
* Create and Administer AD and Exchange accounts

**Macmillan cancer support, 1st line support, Shipley Feb 2017 – Feb 2017**

**(Short term, Contract)**

* Performed user administration such as creating/deleting users in Active directory, creating email distribution groups, RSA tokens, Follow-me printing solutions
* Provided technical support for all incoming incidents logged via phone, email and web
* Maintained a high level of customer service for all assigned calls by ensuring that customers were provided with regular appropriate updates and updated ITSM solution with regular updates
* Diagnosed and fixed software and hardware faults
* Monitored and updated own assignments every 48 hrs to ensure SLA deadlines were met
* Escalated high priority and complex incidents to the appropriate team or technician
* Arranged for external technical support where issues could not be resolved in-house
* Documented common resolutions as a means of sharing information with colleagues

**Poundworld retail, Helpdesk support, Normanton Jul 2016 – Aug 2016 (Short term, Contract)**

* Supported users remotely via telephone and email, supporting office, warehouse IT users
* Took ownership of user problems and was pro-active when dealing with user issues
* Logged all calls on the call logging system, as well as hardware and software problems
* Provided user training and advice
* Escalated to the relevant IT Support member, and arranged for external technical support where problems could not be resolved in house
* Reported faults to third party service providers when and where necessary
* Carried out daily data centre systems checks, reporting to senior IT Staff where necessary
* Updated retail store price and configuration files
* Carried out in-house system testing when delegated and in-house system back-ups
* Assisted in store implementation and IT setup for new stores

**Schofield Sweeney, Technical Support Assistant, Bradford Apr 2016 – May 2016**

**(Short term, Contract)**

* Answered and dealt with calls in a polite and professional manner
* Trouble Shooting and Problem Solving and either rdp’d over or physically went over
* Maintaining Xerox Printers and calling out engineers
* Setting up user accounts, Desktops
* Managed conference calls and meetings calendar
* Logged and resolved problems or assigned as required
* In my spare time I was revising for the A+ cert

**Lloyds Banking group, Leeds, Support Analyst Oct 2015 – Mar 2016 (Reed, Contractor)**

* Microsoft Office 2003/2007/2010
* Windows XP/7/Active Directory/Remote Desktop/Profile Resets/Password Resets
* Trouble Shooting/Problem Solving/Assigning and Tasking to 2nd line support and Engineers
* Customer Support – Advising on how to use systems, how to housekeep and back up personal folders such as pst’s, office documents and media files for call listening etc
* Liaising with Senior Analysts, Engineers and Queue management (Actioning previous incidents)
* Answering Customer Queries and logging Incidents or Order Requests and escalating any that were out of SLA
* Software: Repair, Installation and Deployment

**WORK EXPERIENCE**

**HMRC, Admin Assistant, Bradford Jul 2015 – Aug 2015**

**British heart foundation, Bradford Sep 2015 – Oct 2015**

**ACHIEVEMENTS**

* Received an achievement certificate volunteering with Bradford Repaint
* Awarded certificate for completing work placement with HMRC

**References Available on request**