# Narinder Rishiraj

## Date of Birth: 9th October 1981

Address: 18 Shetcliffe Road Health: Excellent

Bradford Nationality: British

BD4 6DD Drivers License: Full / Clean

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# Qualifications

**Derby University**

2002 – 2005 BSC Computer Studies Honours

**Bradford College**

2000 – 2002 GNVQ Advanced Information Technology Merit

#### Dixons CTC

1998 – 1999 GNVQ Intermediate Science Grade Merit

Key Skills in:

* Application of Number (Level 2)
* Information Technology (Level 2)
* Communication (Level 2)

**Skill Set**

* Active Directory - Create/delete accounts, unlock accounts, reset passwords, extend account dates, create policy groups, apply profile permissions, global and local groups
* MS Exchange 2003/2007 – Configure outlook, external emails, display name amendments, increase send and receive limits, shared mailboxes, distribution lists
* IT Security – Using SOX compliance
* ITIL Environment
* Operating systems - Windows 95, 98, 2000, 2007 XP, Windows Vista, Windows 7 and Windows 10
* Software - MS Office 97/2000/XP/2003, Office 365
* RSA Ace/Server 5.1.2 Administration App – Configuration of user accounts and VPN client.

**Employment History**

Employer: **eMBED Health Consortium / NHS**

22nd October 2014 – Present

Position: IT Service Desk Analyst (1st/2nd Line)

Duties:

* Work on the IT Service Desk, taking calls by telephone, email, & self-service
* Provide a good level of technical support to all our customers, irrespective of location
* Provide first assessment of calls, and an accurate level of technical troubleshooting, maintain high levels of first line fix whenever possible
* Liaise with 3rd line Support Groups and Service Providers to co-ordinate service restoration
* Record, prioritise, triage, troubleshoot, monitor and accurately assign tickets to other technical support teams when necessary
* Perform various technical tasks, i.e. AD Updates, Software Deployment and remote support within a hybrid VDI & Desktop environment
* Escalate issues and alert Service Desk Team Leaders when applicable
* Be aware of service and quality level targets, assist in meeting them
* Contribute towards the Knowledge Base to create, evaluate and maintain speedy customer resolution to common issues
* Ensure ownership is taken for all customer requests, accurately manage requests and actively communicate with the customer
* Ensure, under guidance from Team Leaders, that adequate cover is maintained for all IT support services and tasks during supported hours Policy/Process
* Follow ITIL guidelines and procedures where applicable
* Undertake to develop professional self with company assistance

Employer: **O2 / Telefonica** (SDI - Certified Service Desk awarded 5 stars)

8th May 2012 – 22nd July 2014

Position: IT Service Desk Analyst

Duties:

* Log all calls, using the designated call handling system and entering detailed and accurate information
* Monitoring and escalating calls in line with service desk SLA's
* Providing first time fixes and resolutions
* Assign any problems which cannot be resolved during the call to the appropriate support group
* Help identify improvements to the Service Desk
* Maintain a customer focussed ownership of all incidents and service requests logged by the business
* Supporting remote users with VPN connection issues
* Technical support for mobile email devices
* Involved with a Global email migration project

Employer: **Wakefield Council**

14th February 2012 – 4th May 2012

Position: Windows 7 / Office 2010 rollout deployment engineer (Contractor)

Duties:

* Upgrading / Deploying from Windows XP to Windows 7 using ghost / imaging on desktops and laptops using SCCM
* Data migration
* Data backup and restore
* Customisation at the desk with the user
* PC upgrading
* Removing old PCs and paperwork for each job

Employer: **Lloyds Banking Group**

Feb 2009 – March 2010 - Fujitsu Siemens for Halifax & The Bank of Scotland (HBOS**)**

March 2010 – 31 Oct 2011 - Lloyds Banking Group via Hyphen Recruitment

Position: User Access Management Project Analyst (Contractor)

Duties:

* Creating and administrating Exchange mailboxes
* Setting up shared drives and folders with NTFS permissions
* Setting up security groups in Active Directory
* Oracle Identity Manager Project of 3000 roles created
* Providing second level support for the incident which arise at the back of failed RMS, which involved carrying out full investigation as to why the RMS has failed and then applying the fix.
* Integration of HBOS and Lloyds banking systems along with the infrastructure work
* Resolving any incidents assigned to me within the set SLA and if not possible, escalating the call to the relevant technical support team
* Administration of accounts across multiple domains

Employer: **Halifax & The Bank of Scotland (HBOS)**

Position: 1st Line Support / Service Desk – HBOS (Contractor)

8th January 2007-2009

* 1ST Level support of migration taking place from Windows NT to windows XP across the whole of HBOS. Taking and receiving all customer calls in a professional and courteous manner
* Following procedures to ensure all calls are identified as in or out of contracted scope
* Log all calls, using the designated call handling system and entering detailed and accurate information
* Assign any problems which cannot be resolved during the call to the appropriate support group
* Contact the customer to assess their satisfaction prior to the closing of a call Identify common and large scales problems and alert the Incident Manager & Team Leaders.
* Supporting remote user who were connecting to the network via VPN connection.

**Activities and Interests**

Keen interest in current affairs, keeping fit / weight training, reading and computers.

**References**

Available on request.