**FAISAL MAHMOOD**

68 Fairbank Road, Bradford, West Yorkshire BD8 9JU

Mobile: 07594 829 526 Email: faisal.mahmood94@hotmail.com

# EDUCATION AND QUALIFICATIONS

***University of Bradford*** *2012 – 2016*

# BSc (Hons) ICT with Business Achieved: 2.1 (Average=66%)

*Final Year Project (graded: 1st class)*

Development of an e-health system – created and designed a web-based, mobile-friendly system for fitness, training and eating. Used HTML, CSS, JQuery, PHP, SQL and JavaScript to develop the system. The final system was presented the viva, where I received high praise from my tutor for the development of the system throughout the academic year. The assessor was very impressed with the system and informed me, that with a little more work, the system could be sold to a fitness company.

*Key Modules (Selected Years):*

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| --- | --- | --- |
| Stage 3: Cyber Security | 66% | Stage 3: Strategic Information System 81% |
| Stage 3: Ethics in Business & Society | 60% | Stage 3: Large Scale Data Driven Applications 61% |
| Stage 2: ICT Group Project | 62% | Stage 2: SQL Programming 88% |
| Stage 2: Business Information Systems | 65% | Stage 2: Computer Comms. & Networks 65% |
| Stage 1: Relational Database | 68% | Stage 1: Fundamentals of Comp. Programming 72% |

## Belle Vue Boys School, Bradford 2008 – 2012

A-Levels*:* ICT (A\*), Business (A\*), and Art & Design (C).

GCSEs: 10 subjects including ICT (A), English (C), Science (C) and Mathematics (C).

# TECHNICAL AND IT/PROGRAMMING SKILLS

* Possess an advanced understanding of the following languages – HTML, CSS, PHP, jQuery, SQL, Visual Basic, JavaScript and .Net.
* Advance skills in using MySQL, this was implemented when creating databases for my second year ICT Group Project module, and final year modules, including Final Year Project.
* Comfortable with coding in Java, C+ and C#.
* Extensive skills in Microsoft Office Software including Access, PowerPoint, Word, Visual Studio, Visio and Excel.

# EMPLOYMENT HISTORY

**Provident Financial, Bradford** August 2018 – Present

**IT Service Desk Deputy Team Leader**

* Providing an overview of the service desk, supporting the Analysts and being their first point of contact
* Along with Team Leaders, dealing with escalations which come from Field Support.
* Liaising in meetings with managers, service delivery managers, head of functions and senior managers from external companies.
* Reviewing CV’s, conducting telephone and face to face interview for the service desk.
* Holding team meetings
* Running Daily Reports for Analysts and our Service Desk stats.
* Call listening and ticket monitoring, and providing feedback to analyst to how they can improve their calls and meet the needs of the customer.

**Provident Financial, Bradford** July 2016 – August 2018

**IT Service Desk Analyst**

* Providing customer focused 1st line IT support
* Resolving customer issues within pre-defined service level agreements
* Liaising with the Service desk manager, delivery managers, second and third line teams
* Working across a varied customer base providing remote support
* Liaising with third party vendors and managing issues to resolution
* Providing application support
* Enhanced knowledge in Microsoft server products, AD, Exchange, Remote Desktop Services, Office 365, Apple Products

**Damart, Bingley**  April 2015 – July 2016 **Customer Service Advisor**

* Handled up to 170 inbound calls from customers looking to place telephone orders.
* Trained to process orders using database system, which included learning how to use a variety of computer software to access customer details and place orders.
* Skilled at working under pressure and at busy periods – adaptable to working extra hours when required.
* Exceedingly skilled in answering calls and dealing with customer enquiries in a friendly and professional manner.

# KEY TRANSFERABLE SKILLS Teamwork

* Work really well in a team as have done previously when working at Farmers Boy, Superior Kitchens and during the course of my university degree.
* Enhanced my skills of teamwork when volunteering for a charity event in order to raise money for British Heart Foundation in May 2012.
* Able to meet deadlines and complete tasks to a high ability due to organisational and time management skills.

# Customer Service

* Great customer service skills developed when working at Superior Kitchens and Damart as it involved consistently dealing with customers in person and over the phone on a daily basis.
* Able to professionally consult with clients in business meetings in order to discuss products and sales.

# Communication

* Strong written and oral communication skills, able to communicate with people appropriately depending on the situation.
* Displayed communication skills in all employment careers along with during my education career.

# LEISURE INTERESTS Football

* Play as part of a 5-a-side team in Bradford on a weekly basis every Friday night.
* This allows me to interact with people of all ages and develop my motivation and time management skills, along with it being something I enjoy doing in my spare time.

# Charity

* Active member of the charity Al-Khair Foundation, where on I volunteered on a regular basis.
* Aided in events such as providing food, drink, clothes to the homeless and poor people. Both in the UK and abroad.
* This allowed me to advance my team work skills and also gave me personal satisfaction as I was giving back to the local and global community.

# REFERENCES

Contact details of two referees will be available upon request.