## MUHAMMED AZEEM

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**D.O.B** 24/08/1984 **Nationality** British

## CAREER OBJECTIVE

I completed my degree in Computing and Information Systems in which I achieved a 2:1 honours classification. The degree provided me with the relevant technical knowledge and theory which I have put into practice in my career. My long-term objective is to attain a position as a Team Leader/Assistant Manager for IT Support Team, which will lead to a technical career in IT.

In my current role as **Desktop Support Technician** with **Perform Media Group** I have gained skills and knowledge with Win10,O365,PC's, printers, servers support for over 400 users onsite alone and over 5000 remotely working with a team of 5. Aswell as training new Desktop Support Technician from other locations. With **DLA Piper** I have also had the opportunity to participate in the migration and upgrade of all our IT systems to Windows 7, Office 2010 and Ricoh printers. This migration involved the roll out of the above mentioned software and testing it in various locations e.g. Leeds, London and Amsterdam and providing support for best practise Lawyer software. In the past with **EMIS** I gained a range of skills in second line and third line support in software/hardware and Server support and knowledge in IT medical software.

## EMPLOYMENT

**Perform Media Group – Desktop Support Technician**

**July 2013 to Present**

My job as **Desktop Support Technician** for PERFORM MEDIA GROUP was based in their Leeds office and I was the only onsite IT Support for over 400 users. I and a team of 5(based in London) provided remote support for all the other Perform office all over the world total 5000 users e.g. London, France, Spain, USA, Germany..etc and travelling to other offices if needed. I was also involved in training new employees in the team spending 2/3 weeks on how to log tickets and fixed faults and get up to speed with the vast amount of technology and softwares we use. More recently I have been involved in projects with office moves, setting up two floors from scratch. Refurbishing out a new office and organising move. Also projects win10 migration and o365.

**Role involved**

* Day to day IT Queries i.e. PC problem/repairs, software installation repairs, Printer repairs/setup.
* Training up new Desktop Support employees
* Project with o365 and Win10 role out and testing
* Server support – AD and Exchange accounts setup/configuration, server maintenance/backup.
* PC imaging and setup using Azura, SCCM,deepfreeze and clonezilla
* Networking, cabling, patching, infrastructure maintenance/upgrades, WIFI/EPN/VPN maintenance/setup.
* Incident Ticket logging, updating tickets/users, Creating documentation, user guide.
* Iphone/android/Blackberry setup and configuration, webex and video/voice conferencing.

**DLA Piper UK LLP - Junior Local IT Support/Desktop support**

**Oct - 2010 to July 2013**

As **Junior Local IT Support/Desktop support** was to undertake on-site IT support, IT installations, Desktop configuration, System administration and product development. This included day-to-day IT queries either logs by the Service Desk or approached by users. This role involved setting up, investigating & repairing PC's, printers, Blackberry/mobile phones and Video/voice conference units ie WebEx. Other duties involved maintenance and monitoring of servers and virtual servers, backups, setting up users in Active Directory and also providing training to new starters.

I was also involved in a new project which was rolled out to the whole business i.e. Europe and Middle East, of upgrading our systems to New Dell computers, Windows 7, Office 2010 and Ricoh smart card printers which provided me with the opportunity to go work in London and Amsterdam in their Local IT Support office.

## EMIS (Egton Medical Information System) – System Support Consultant

**Apr - 2007 to Oct 2010**

* I provided second line and third line support to 400,000+ users throughout the UK whilst adhering to Service Level Agreement with Professional and intellectual telephone appearance to the customer.
* Configuration of supported hardware e.g. printers, PCs, modems, UPS, Tape backups and System Failures.
* Maintenance of the server operating system, diagnosing server faults.
* Configuring Windows accounts in Active Directory and e-mail account setup within Microsoft Exchange
* Diagnosis of branch site connectivity problems where the communications equipment and / or the landline e.g. networking issues, Switches/Routers and cables.
* Providing Engineer support and Anti-virus Support
* Monitoring of system events to prevent major issues from happening and escalating major issues to Engineers
* As a **Grade 2,** I was also involved with assigning faults/problems to other staff members and dealing with escalated faults which required urgent attention.
* Created and Managed Doctors websites, consulting surgery for content/feedback and displaying the content in a well presented website.
* Liaising with EMIS customers, Third Party Support Teams and PCTs with regards to reported faults.
* Ensuring good communication with other departments/employees within the company.

## NHS Connecting For Health - Service Desk Analyst

May 2006 – Mar 2007

* Carried out duties using excellent customer service at all times.
* Provided first line and second line support to 300,000+ users throughout the UK whilst adhering to Service Level Agreements.
* First Time Fix incidents so that they do not have to be escalated to external companies.
* Handled inbound/outbound calls on a daily basis and answered email queries.
* Liaised with contracted and non-contracted suppliers such as BT and Accenture, through to resolution.
* Exceeded KPI targets on daily/weekly basis and achieved highest First Time Fix target on the desk.
* Selected to assist with the coaching and monitoring of new employees.
* Won an award for high individual performance for all targets.
* Developed links with the ICT department, network support and also problem management mainly due to managing major incidents at weekends and on evenings.

## EDUCATION

2003 – 2006 **University of Bradford – BSc (Hons) Computer and Information Systems**

**2:1 Achieved** As part of my degree I worked with programmes like java, HTML, PHP and SQL. Operating

systems like Microsoft Windows and Red Hat Linux were used throughout the degree

course. My Microsoft Office skills are extremely proficient which include the use of Access

as well as the standard packages. I also have knowledge of Macromedia Dreamweaver,

Flash and Fireworks. Other skills include interpreting java codes and I have also gained skills in verbal and written communication skills e.g. performing group presentations and reports.

**Carlton Bolling College**

2001 – 2003 AVCE Information Technology, A level Business C, D and C

1997 – 2000 9 GCSEs at grades B-E

## INTERESTS & ACTIVITIES

I have various interests and hobbies that I enjoy pursuing during my leisure time. Activities and interests like cricket and football allow me to develop my team working and communication skills e.g. as a captain I communicated with and motivated my team players to beat the opponents. Snooker and boxing allow me to beat my opponents mentally e.g. tactically plan my next move. I also enjoy the company of my friends and attending the cinemas.

## REFEREES

Available on request