AA

***Asgar Ali***

***Professional Summary***

Resourceful IT Support Technician able to develop creative solutions.  
Versed in inventory management, documentation and remote technical  
support. Highly effective at setting up and optimizing equipment. Also  
well-versed in troubleshooting equipment and network problems.  
Analytical thinker able to quickly and accurately diagnose and repair  
technical issues.

***Work History***

**Chellow Heights School (South)** - **It Support Technician**  
West Yorkshire, England  
*01/2019 – 07/2019*

● Helped streamline repair processes and update procedures for support

action consistency.

● Configured hardware, devices and software to set up new work

stations for employees.

● Collaborated with vendors to locate replacement components and

resolve advanced problems.

● Responded to support requests from end users and patiently walked

individuals through basic troubleshooting tasks.

● Engaged end users and answered questions via email, phone, website

live chat and in forums.

● Removed malware, ransomware and other threats from laptops and

desktop systems.

● Troubleshot and diagnosed problems to accurately resolve wide range

of technical issues.

● Created support documentation that empowered and enabled user

community to extend skills, leverage system features and find  
resolutions to questions without intervention from support team.

**Sainsbury's** - **Customer Service Assistant**  
West Yorkshire, England  
*11/2017 - 01/2018*

● Submitted completed orders quickly to maximize delivery efficiency.  
● Delivered prompt service to prioritize customer needs.  
● Provided basic technical support for clients on wide range of company

products.

ali-6@hotmail.co.uk  
07742472736 (Temporarily Unavailable)  
17 Chellow Grange Road, Bradford, West Yorkshire,  
England BD9 6NL

***Skills***

● Hardware/Software equipment

installation

● Troubleshooting  
● Technical support  
● Application support  
● System maintenance and repair  
● Data entry  
● Software diagnosis  
● Process implementation  
● System upgrades  
● Equipment oversight  
● Network upgrades  
● Network maintenance  
● Remote access technology  
● Project management

***Education***

2016-2018  
**Bradford College**  
West Yorkshire, England  
**HND (Higher National Diploma)**:  
Systems Support & Networking

2013-2015  
**Bradford College**  
West Yorkshire, England  
BTEC LEVEL 3 In Networking & Systems  
Support

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**The Health & Informatics Service Desk** - **It Service Desk Analyst**  
West Yorkshire, England  
*CURRENT*

* Logging and categorising calls on the call logging system
* Liaising with immediate support teams within the department and third parties
* Providing trend analysis from Service Desk software including assisting with daily/weekly reports
* Making sure a suitable level of first-time fixes are achieved without escalation
* Housekeeping, monitoring, checking and dispensing fixes for known issues
* Escalate unresolved incidents to second line support teams

Answered customer questions about product availability and  
shipment times.  
Processed products payments and adjusted customer accounts to  
maintain current system data.  
Preserved revenue streams by utilizing strong communication and  
negotiation skills, offering refunds as last resort to maintain customer  
satisfaction.

2011-2012  
**Bradford College**  
West Yorkshire, England  
BTEC LEVEL 2 In Networking & Systems  
Support

**2005-2010**

**Beckfoot Upper Heaton**  
Science Education  
English Language And Literature Maths History RE ICT