**Mr Zeeshan Hanif**

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**PERSONAL PROFILE**

Proactive, ambitious and success driven individual with proven ability to establish client focused, service orientated environments, positioned to maximising client satisfaction and retention. Solutions-focused and technical minded professional equipped with multiple years of progressive success in technical capacities.

Accomplished at identifying technical needs and planning to eliminate problems. A diplomatic, energetic, delivery focused, dedicated & self-motivated professional who uses his technical awareness skills & experience to assist and support teams to successfully deliver business objectives. Currently seeking a new challenge which will utilise my meticulous attention to detail, and friendly, professional manner.

**KEY SKILLS & COMPETENCIES**

* Troubleshooting and solving network problems
* Assigning incidents and requests to appropriate 2nd / 3rd line teams
* Implementing ITIL processes into the service desk and identifying areas where this would add value.
* Good knowledge on methodologies and Frameworks such as ITIL, Prince 2, Lean Six Sigma and Scrum.
* Solid understanding and proven ability in managing and leading a team.
* Providing proactive, efficient and timely systems administration
* Exceptional attention to detail, organised, well prepared and thorough.
* Take ownership of the Major Incident process ensuring that all Major Incidents are quickly escalated and prioritised appropriately

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| **EDUCATION** | **PROFESSIONAL QUALIFICATIONS** |
| * **2012** BSc Computer Science – Leeds Metropolitan University –2nd Class Higher Tier (2:1) * **2008** A Levels – St Bede’s Catholic Grammar School - Chemistry, English Language and Business Studies * **2006** GCSE’s – Including Mathematics, English and Science at Grades A-C | * **2012** PRINCE 2 Foundation & Practitioner * **2013** CompTIA IT Fundamentals+   CompTIA A+ Course  **2013** – ITIL Foundation |

**CAREER HISTORY**

**2017 – Present** Nebula Law – IT Service Desk

* Log support calls on the Service Desk and provide users with regular updates on the progress of their Service Request;
* Be the first point of contact for IT support needs of all internal and external clients;
* Working within Service Level Agreements;
* To liaise and log calls with external IT Suppliers;
* To deploy new PCs and laptops;

1. - **2017** Premier Accident Management – IT Support Technician

* Collect and log accurate, detailed information about every incident and service request to provide the relevant information to the appropriate production or infrastructure support teams and to facilitate service and management reporting.
* Evaluate and resolve first line support issues raised by users, taking end-to-end responsibility for all support requests and escalating to the appropriate support teams where applicable.

**2012 – 2014** NHS Salford Royal NHS Foundation Trust – IT Support Engineer (2nd Line Support)

* To provide 1st, and 2nd line technical support queries professionally and efficiently, maintaining a high degree of customer service
* To ensure that all SLA’s are met
* To work effectively and productively with 3rd line support
* To take ownership of user problems, perform a technical diagnosis and fix the issue either remotely or on-site
* To document all calls on the call logging system
* Produce statistics each month on Helpdesk issues
* To maintain user security on all systems
* Supporting users in the use of Computer equipment by providing necessary training and advice
* To arrange for external support visit whenever problems cannot be resolved in house

**2011 – 2012** Lloyds Banking Group – IT Support Analyst

* Provide 1st line support and diagnosis of customer queries via email, telephone, and in-person
* Involved in day to day assessments of service ensuring that a consistently high quality is maintained at all times. In conjunction with the team, ensure the service desk is set up effectively and that shift schedules are adequately staffed.
* Monitor ticket reports and follow up on escalation with relevant 2nd and 3rd level support groups to ensure tickets are resolved in a timely manner.

**2010 – 2011** – Serco Group - 1st and 2nd Line Support Analyst

* Act as a single point of contact to report any IT related matters via phone calls, emails and Self Service
* Alerting the Service Desk Manager and technical teams/appropriate teams of any Major Incidents
* To maintain a high degree of customer service for all support queries
* Making effective use of all IT Service Desk tools including the call logging software, remote control tools and knowledgebase.

**2009 – 2010** Serco Group – 1st Line Support Analyst

* Provisioning of end-user services, including help desk and technical support services
* Customer focused and communicates effectively and expertly with all levels of employees
* Ensure that all requests from users are logged, updated and closed in line with operational level agreements
* Perform all information systems operations activities, including checking error logs, verifying integrity of systems, performing disaster recovery drills and maintaining operations logs

**2008 – 2009** Barclays – Junior IT Support Engineer

* Process and respond to support calls logged via the IT Support help desk platform.
* Process and respond to support calls communicated via phone.
* Provide IT support to internal customers within the local office, remote offices and field-based operatives.
* Configure and deploy hardware requirements, such as tablets, laptops and mobile phones.
* Configure and deploy software requirements.
* Work to defined SLA’s for response and resolution times.

**2007 – 2008** Barclays – Complaint Handler

* Strive to exceed customer expectations and being empowered to deal with customer requests at first point of contact.
* Creating exceptional customer experiences for everyday queries and complaint handling by taking responsibility and using all resources to proactively intercept and address customer issues efficiently and effectively.
* Proactively anticipate situations to prevent complaints. Confidently manage complex and emotive customer issues, using all resources, tools and systems to analyse and address customer concerns.
* Building trust by engaging with customers using the customers channel of choice, anticipating and meet the servicing needs of all customers.

**2006 – 2007** Santander Group – Customer Service Representative

* Creating exceptional customer experiences for everyday queries and complaint handling by taking responsibility and using all resources to proactively intercept and address customer issues efficiently and effectively.
* Proactively anticipate situations to prevent complaints. Confidently manage complex and emotive customer issues, using all resources, tools and systems to analyse and address customer concerns.

**EXTRACURRICULAR**

* Multilingual – English (Fluent), Punjabi (Fluent), Arabic (Conversational) Urdu (Conversational)
* Completed the Duke of Edinburgh Silver Award
* Online English Language Tutor
* Campaign volunteer for childcare and orphans for Human Appeal
* Recently participated in the ‘Tough Mudda’ contest to test endurance and physical abilities
* Frequent player of sports including football and cricket.

**REFERENCES**

Available upon request.