# Junaid Fazil

25 St. Michaels rd, Bradford, West Yorkshire

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**Personal Summary:**

A Highly Experienced Software Analyst with a 2:1 in BSc Information and Communications Technologies, with over 8 years of customer service experience. Comprehensive knowledge on providing technical support to a large client base, using a rational approach to technical problems. A confident, independent individual who thrives to focus on delivering quality IT support on a continuous basis. Reliable, responsible, punctual and well-presented are the traits of a strong trustworthy individual. A quick learner, strong attitude for customer service and job fulfilment; always seeking to improve my skills, knowledge and experience.

**Career History:**

Provident Financial LTD- Bradford

Software Analyst: June 2018 to Nov 2018

Creating and compiling user training and support manuals, alongside debugging and troubleshooting the system to identify and eliminate technical and general problems. Emending code for software and programs such as SQL, Microsoft Office, HTML and Active Directory. On the other hand supporting platforms such as IOS/ Android which was used to focus on maintaining the application structure and ensuring the process was operational and functional by eliminating any technical glitches.

EMIS Health – Leeds

Software Analyst: July 2017 to May 2018

Responsible for providing technical support to over 50% of the NHS, managing the software and developing codes which advanced the system design. Familiarizing and emending software and programs such as SQL, Microsoft, HTML, PHP and System administration, all of which correspond with each other to help manage the business, applications and most importantly queries. Observing and compiling solutions and requirements which improved the data structure and functionality of the system.

Golden Crown Security – Leeds July 2016 – December 2018

Door Supervisor

Responsible for preventing criminal activity and ensuring the safety of personals on site, this included; internal staff, students, residents and the public. The duties include;

- Providing assistance and guidance to managers, students, visitors and general staff.

- Contacting and responding to the emergency services when necessary.

- Reporting all incidents, accidents and medical emergencies.

- Monitoring and patrolling the entire site on a consistent basis.

- Investigating incidents and preparing written reports with all details.

- Responding to all emergencies.

**Key skills and Technology summary:**

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| Skills:  - Coding & Scripting  - Solutions Deployment  - User Training & Support  -Debugging & Trouble shooting  - Software Development  - Requirements Definitions | Technology Summary:  Programming: HTML, SQL, PHP, JAVA, Python, Linux, VB.  Software: MS Office Suite (Access, Word, Excel, PowerPoint, Visio, One note)  Systems: Windows, UNIX, Linux, Active Directory (AD) |

**Academic Qualifications:**

University of Bradford, Yorkshire BD7 1DP 2013-2017

*BSc Information and Communications Technologies- (2 :1)*

**Final Year Modules –** Cyber Security, Design for Mobile Content, Information Engineering, Multimedia Application Development and Large scale Driven Data Applications.

**Second Year Modules** – Information Systems Analysis and Design, ICT Group Project, Electronic Business, SQL: Programming and Administration and System Administration.

**First Year Modules** – Foundations of Human Computer Interaction, Quantitative Methods in Information Management, Introduction to Web Technologies, Relational Databases, Media Histories, Principles of Media Design, Developing Professional skills, The Development of Economic Ideas and Fundamentals of Computer Programming.

Challenge College, Bradford, Yorkshire BD8 7ND 2010-2012

*A-Levels:* Business Studies (**A**); ICT (**A**); URDU (**B**)

Nabwood School, Cottingley New Road, Bingley, West Yorkshire BD16 1TZ 2007-2010

10 GCSE’s A\*-C including:

English language (**B**); ICT (**B**); Maths (**C**); Double Science (**BB**)

**References:**

Available on request.