**ISMAIL MOHAMMED**

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| EDUCATION AND QUALIFICATIONS |

**University of Bradford** **2016 - 2019**

**BEng (Hons) Software Engineering Gained (2:2)**

*Relevant Modules (3rd Year)*

*Final Year Project Cyber Security*

*Large Scale Data Driven Applications Information Engineering*

*Software verification*

*Relevant Modules (2nd Year) (53%)*

*Database Systems Computer Communications & Networks*

*Data Structures & Algorithms Electronic Business*

*Information Analysis & Design Software Engineering Group Project*

*Relevant Modules (1st year)*

*Software Development (Part 1) Software Development (part 2)*

*Formal Foundations Developing Personal Skills*

*Computer Architecture & Systems Support Fundamentals of Internet Technology*

**Bradford College 2014 - 2016**

BTEC Level 3

Extended Diploma in IT – DMM

**Grange Technology College, Bradford**  **2008 - 2014**

GCSEs: (6 PASSED)

Mathematics (C), English (C) and Double IT (MM)

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| TECHNICAL SKILLS |

* Advanced skills using Operating Systems such as Windows, Linux, Android and IOS.
* Experience in using Database packages such as Microsoft Access & MySQL; Creating forms, queries and reports within these packages.
* Experienced in all Microsoft Office products (Word, Access, Excel and PowerPoint)
* Studied networking within my academic career, being able to understand the principles that take place within networking.
* Highly competent with HTML, BOOTSTRAP, CSS, JAVA, MySQL and PHP.
* Experienced in speaking confidently on phone in an office like environment.

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| EMPLOYMENT AND WORK EXPERIENCE |

**Provident Financial Plc August 2019 – Present**

IT Service Desk Analyst

* The role was to guide and support various users with any IT or company related issues.
* Gained experience in speaking confidently to users and guiding users in fixing any problems they had.
* Logged tickets with detailed description and resolution for resolved issues.
* Continuously answered calls in a fast paced environment.
* Experienced working in an office and dealt with any IT related issues.
* Gained the ability to stay available for calls while logging tickets and fixing issues.

**SafeGlaze UK January 2018 – November 2018**

IT Technician/2nd line tech support

* The role was to provide help and support to the administrator and staff within the work place.
* Used previous knowledge to set up computers and tablets and added domains to PCs.
* Added users onto existing active directory.
* Managed the servers and connected PCs to the internet/servers.
* Experienced working in an office and dealt with any IT related issues.
* Used applications such as Microsoft Excel to record tasks that have been done and other tasks that needed to be completed.

**SafeGlaze UK**

Contract Registration

* The role was to book surveys through talking to survey reps and customers on phones.
* Continuously answered calls in a fast-paced environment.
* Developed abilities to speak confidently and professionally to various reps and customers to confirm surveys.
* Learnt the importance of helping reps to bring in surveys by inserting the correct details into the company system.
* Used company system (Odoo) to book surveys and recorded any notes for other employees.

Helpline

* The role was to answer calls and speak to customers whom required any query regarding the products.
* Continuously answered calls in a fast-paced environment.
* Dealt with various types of customers and helped them with each query they had.
* Constantly tried to resolve all possible queries and transferred customers to correct departments.

**Copthorne Primary School April 2012 (2 weeks)**

Teaching Assistant

* The role was to provide support and help to the teacher and up to 40 students of year 1 in the school.
* Developed abilities to teach students and learned the importance of listening and adapting to what the teacher is trying to teach.
* Learnt the importance of a teachers’ role when speaking to and teaching children.
* Had the chance to experience education in a classroom through a teachers’ point of view and learnt the difficult task of trying to maintain younger children.
* Had the chance to teach different age groups and learnt the difference between teaching year 1s and older years.

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| Volunteer Experience |

**Crystal Gardens Primary School September 2018 (1 week)**

Assisting IT technician

* The role was to provide assistance to the IT technician in setting up a network with various PCs.
* Included connecting all PCs to a switch and organising cables and peripherals.
* Gained field experience in organising a network for a primary school.

REFERENCES AVAILABLE UPON REQUEST