**Saqib Mahmood**

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**EDUCATION AND QUALIFICATIONS**

**Grange Technology College, Bradford 2012 – 2018**

**GCSEs:** Mathematics (4)

English Language (5)

English Literature (6)

Science Core/Additional (C)

Religious Studies (C)

BTEC Business (Merit)

**NewDay Financial Services**

**Level 3 Advanced Infrastructure Technician Apprenticeship 2018 – 2019**

**QA Apprenticeships, Leeds 2018 – 2019 (No Expiration Date)**

**MTA 98-366:** Networking Fundamentals

**MTA 98-368:** Mobility and Device Fundamentals

**MTA 98-369:** Cloud Fundamentals

**BCS:** Business Processes

**BCS:** Coding & Logic

**TECHNICAL AND IT/COMPUTING SKILLS**

* Strong Understanding of Computer Systems and Windows/Linux OS’s / Servers
* Competent with Microsoft Office - Word/Excel/PowerPoint/ Access etc.
* Incident Reporting – Ticketing Based System (AssystWeb)
* Network Administration (VMware)
* Tape Management & Backups
* Threat & Vulnerability Management
* Skilled with AD / RDP / Symantec Endpoint Protection / GPO
* Experienced in Upgrading/Repairing Computer Systems – Patching of Windows Servers
* Knowledgeable with Microsoft Exchange / Azure AD / O365 Admin Centre

**WORK EXPERIENCE**

**Sales Representative/ IT Support Technician, Zamtech Solutions October 2017 – February 2018**

* Provided excellent customer service
* Advised up to 6 customers per day on hardware and software issues they were facing including hardware and software upgrades/repairs
* Helped strengthen my communication skills and knowledge of computer systems
* Keen eye for detail and keen on providing clear and accurate user guidance.
* Maintained security of devices by regularly updating firewalls

**Infrastructure Technician Apprentice, NewDay Financial Services September 2018 – December 2019**

* Developed strong understanding of Computer Systems and Servers
* Experienced within Service Management & Infrastructure/Network Team
* Met Deadlines within a Fast-Paced Agile Orientated Organisation
* Managed Incidents, Service requests and Changes on a Ticketing System (AssystWeb)
* Threat & Vulnerability Management (Secure Sync)
* Detailed Understanding of Active Directory / RDP Protocols
* Daily Tape Backups/Archiving on the DR site alongside file restores/backups
* Daily Patching of Windows Servers

**KEY SKILLS**

**Communication**

* Dealing with various types of end users which possess different technical backgrounds has enhanced my communication skills and confidence significantly.
* Communicating with colleagues from different support teams about incidents to produce the best possible low risk solution
* Speaking orally in management meetings or dialup meetings about different possible ways to prevent users from having the same re occurring issues.

**Teamwork**

* Participating in group projects has provided me with the ability to work professionally with others by supporting one another to help achieve goals and targets.
* Ability to work in a group and conduct great outcomes and deliverables for the project

**Time Management**

* Tracking break allowances and any time off the phone to provide as much of my input towards a positive service delivery and end user experience.
* Managing incidents and service requests effectively ensuring I give the user a suitable time range for the incident to be resolved or request to be complete.
* Incident reporting to those who may be affected in a timely manner.

**Organisational**

* Monitoring and responding on active incidents/service requests assigned to my selected team/s.
* Noting down issues with hardware and software for further reference
* Keeping archives on emails that are of great significance to the organisation.

**Problem Solving and Analytical**

* Breaking down system access related faults by asking end users vital questions that lead to the root cause of the issue and a solution.
* Detecting bugs and errors within machines/servers and resolving them by following the correct policies procedures in place
* Trying various methods to fixing a problem to ensure that the problem will be fixed, and solution will be noted down to prevent any further incidents from re occurring

**Customer Support**

* Managing user and administrator accounts providing relevant and substantial permissions to allow users to complete their daily objectives
* Always showing a positive attitude and communicating in a non-technical manner to users who may not show expertise in IT
* Embracing users’ issues and always resolving them till completion

**LEISURE INTERESTS**

* Enjoy researching about new technologies and how technology can have an impact on people in different situations.
* Regularly attend the gym and participate in outdoor activities.
* Socialise regularly with family and friends, also like to travel and view popular sites around the world.

**REFEREES**

Details of a referee can be made available upon request**.**