Kessar Ali

Wynross Oxford Street, Rotherham, S65 2DJ

Email: [Kessarali@hotmail.co.uk](mailto:Kessarali@hotmail.co.uk)

Phone: 07935102303

## Career Ambition

Aself- motivated individual who is ambitious with plenty of enthusiasm. Not only hard working, but also a good timekeeper and able to work on his own initiative. A good listener and ability to push himself to his best when required. Possesses the capabilities to work individually and also as part of a team. These skills will benefit - and I hope to further develop them, working at this organisation.

## Personal Attributes

**IT –** *Ability to use a wide range of IT technology.* This includes high competence in Microsoft Office Word, Excel and Power Point. Such skills were used to create numerous professional reports, spreadsheets, and presentations. A wide knowledge of SAP as well as types of IT Infrastructures including hardware, software, and networks of both cloud and on premise computing. An in-depth understanding of the ITIL framework including service design, operation and transition.

**Problem Solving** – *Possess the ability to proactively find solutions to difficult problems.* While studying Information Analysis, I was required to manage and manipulate complex financial data. I carefully planned and analysed problems using EXCEL. I was able to demonstrate tenacity and resilience to overcome difficult problems. As a result, I developed my confidence in statistics and achieved one of the highest grades in the year.

**Communication** – *Can communicate effectively with others both verbally and via electronic means.* I was given the opportunity to work with 8 school children to help and facilitate ideas to improve Stoney Middleton, a small village in the Peak District. I attentively listened to the children and encouraged those that were shy. I showed that I can communicate brilliantly across different age groups. Due to the great communication between me and the school children, we successfully came 1st for the ideas that were suggested and those ideas were incorporated to improve Stoney Middleton.

**Teamwork** - *A constructive person who performs my role, as well as listening to others and encouraging them.* I volunteered to be team leader of a group for a market research project for Homeflair, a small family run furniture business. I successfully managed the team by effectively delegating roles based on individual skill sets as well as promoting high achievement and providing support as required. As a result, our team provided detailed market research which was highly appreciated and we received gift cards to use at Homeflair.

**Organisation** – *Ability to plan, prioritise, and efficiently pay attention to detail.* While at university, I had the opportunity of working with final year students to develop a website allowing businesses to control their human resources better. I had several deadlines and in order to get the tasks done before the final deadlines, I created mini deadlines. This meant that I had to plan for the future and keep ahead of tasks through prioritising time efficiently. As a result, I completed each task before the deadline and I and the final year students achieved a high grade for this piece of work.

## Professional Experience

**Home Office IT Support/Entry Clearance Assistant August 2017 – Present**

**Key tasks include:**

* Delivering technical support and training to end users with internal CRM system.
* Maintaining hardware inventory and recording asset tag.
* Patching of various infrastructure systems and components in line with strict security guidelines.
* Diagnosing all IT issues for end users whilst delivering insightful advice and guidance.

**Knowhow – Technical Support February – March 2011**

**Key tasks include:**

Answering telephone enquiries and providing technical advice.

* Logging repairs and communicating with partners to find a solution.
* Providing support in several types of applications.

## Education

**Sheffield Hallam University September 2017 - 2018  
MSc** in Information Technology Management Result: **Distinction**

|  |  |
| --- | --- |
| **Web Application Design & Modelling 75%** | **Logical Database Development 73%** |
| **Dissertation for Professionals 68%** | **Successful Information Systems 74%** |
| **IT Project Management 72%**  **Industrial Expertise 73%**  **Enterprise Systems 62%** | **IT Infrastructure Decisions 75%**  **Research Skills and Principles 67%**  **Organisational Dynamics 61%** |

Masters Modules:

**Sheffield Hallam University September 2014 – 2017**

**BSc** (Hons) in IT with Business Studies Result: **2.1**

Final Year Modules:

|  |  |
| --- | --- |
| **Innovative Multimedia** | **Entrepreneurial Theory and Practice** |
| **Applied Business Intelligence** | **Professional Studies** |
| **Strategic Communication in Organisations** | **Dissertation** |

**Thomas Rotherham College - A Levels 2011 - 2013**Government and Politics **C**

Sociology **D**

General Studies **D**   
**Clifton Comprehensive School - GCSE’s 2006 - 2011**  
12 A – C’s (Including **C** in English, **B** in Maths and **A** in ICT)

## Interests and Activities

* Enjoy participating in my local snooker club.
* Like to keep healthy by visiting the gym on a regular basis.
* A keen interest in financial trading.
* Like to keep up to date with current affairs by reading the “Financial Times” and the “Economist”.
* A great passion in playing football and rugby.

## References

Andrew Hirst

Lecturer

Sheffield Hallam University

Howard Street

Sheffield

S1 1WB

A.Hirst@shu.ac.uk

Jamie Willers

EO Manager

Home Office

Iron Floor 5

Vulcan House 6 Millsands Sheffield

S3 8NU