31 Elizabeth Street, Bradford, BD5 0SD

Tel: 07426 744376 | Email: MMISLAM107@OUTLOOK.COM

mohammed islam

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| PERSONAL STATEMENT |  | A highly competent and enthusiastic 1st line and Customer support analyst with experience of providing advice and practical assistance to system users via an IT service desk telephone system and remote support software tools. Highly focused with a comprehensive understanding of dealing with 1st line support calls and an in-depth knowledge of ITIL processes. Possess exceptional customer service skills both face-to face and over the telephone and work well within a collaborative team framework. Can easily adapt to new environment and can learn and develop new technologies very quickly.  Now looking for a suitable position with an ambitious & exciting company to further enhance my skills and face new challenges. |
| areas of expertise |  | PC hardware, peripherals (Laptops, Desktops, HP printers)  Microsoft desktop OS including Windows 7 and Windows 10  Access and Identity management using Active Directory  Outlook and mailbox access using Microsoft Exchange  Office 2010, 2013, 2016 ( Word, Excel, PowerPoint, Outlook)  IOS and Android device support |
| Education |  | access to he Computing, Bradford College **Dates: SEPT 2018 – JUNE 2019**  Introduction to website design Investigation into design  I.T Security Web design  Manipulating Images Introduction to computers system  System analysis and design Computer programming  Networking Digital animation  Word processing software Study skills Functional Skills Level 2, pOTENTIAL4SKILLS, BRADFORD **Dates: SEPT 2018 – JUNE 2019**  Maths English  IT Organizational Skills bRADFORD cOLLEGE, bRADFORD **Dates: SEPT 2011 – JUNE 2014**  BTEC Level 3 Public Service BTEC Level 2 Public Service  OCR Level 2 Employability Skills  **GCSE EXAMS, TONG HIGH SCHOOL, BRADFORD**  **Dates: SEPT 2007 – JUNE 2011**  GCSE 6 Subjects |
| work experience |  | Multi Drop Driver, Amazon Uk Services – Sheffield DXS1 **Dates: Nov 2017 – Dec 2017**  Completed pre and post-trip safety inspections  Recorded and reported any defects and malfunctions on the parcels.  Verified content of the inventory load on my phone against picking sheet.  Logged Customer complaints, requests and feedback online portal to feedback to management.  Practice safe and secure loading methods to ensure goods in Van did not get damaged.  Provided exceptional customer service to all clients both internal and external and ensured everyone was left with a overall everlasting experience.  Used visual thinking and problem-solving skills to accurately drive complex routes that including challenges such as GPS inaccuracies and unexpected road closures. IT Support Analyst and desktop Role Out technician, Bradford Royal Infirmary **Dates: Aug 2017 – Oct 2017**  Being the first point of contact for any IT queries or technical issues.  Providing 1st line technical support to customers via telephone, email and remotely.  Answering customer questions and general enquiries  Resetting user’s network password or inactive user accounts.  Logging customer and employee queries on the tracking system.  Updating the tracking system when an issue has been escalated or resolved.  Maintaining IT equipment, including computer, laptops, printers and projectors.  Diagnosing and resolving software and hardware faults.  Assembling, installing, configuring and upgrading computer systems.  Liaising with other IT Engineers to find solutions in a timely and effective manner..  Escalating unresolved issues to 2nd Line Support Technicians when required  Relaying complex problems or queries to the IT manager  Gaining an in-depth understanding of a range of business information systems Customer Service assistant, balti palace, wakefield **Dates: OCT 2016 – PRESENT – PART TIME WEEKEND**  Providing front of house customer service to all guests to this established busy restaurant.  Provided a warm welcome, a passionate service and created a everlasting impression to all clientele. warehouse operative – BRITISH HEART FOUNDATION **Dates: JUL 2015 – SEPT 2016** SALES ASSISTANT, COMET LTD, BRADFORD **Dates: FEB 2012 –MAR 2013** |
| HOBBIES & Interests |  | Member of local gym, enjoy weight training and cardio workouts to stay fit and healthy, play football for a local grassroots team and also love socializing and meeting new people. Extremely enjoy keeping up with the latest technologies and enjoy reading. |
| References |  | All references will be provided upon request. |