**Abdi Hassan**

a.hassan8758@gmail.com

Robey Street, Sheffield, S4 8JE

07706951647

<https://www.linkedin.com/in/abdihassan1/>

I am graduate with BSC Hons Degree in Business IT and MSc Degree in IT Management who possesses over 7 years of work experience including IT/AV Support, Events, Marketing, Security and Crowd Management, Administration and customer service and has comprehensive and extensive knowledge of business operations and development of IT systems. With extensive knowledge of business operations and IT systems development. Specialising in IT business analysis, data analysis and enterprise architecture.

# Education

|  |  |
| --- | --- |
| **Masters (MSc) Degree Information Technology Management, Sheffield Hallam University**  **Modules Studied:**   * **Grade: Merit** * SAP Accredited * Computer Programming And Web Development, Enterprise Management Project, Industrial Expertise, Introduction To Databases And Big Data , Research Skills And Dissertation, Study Skills And Project Management, Successful Information Systems * Masters Dissertation Project: **A Development of Usability Framework for Assessing IoT Technologies in A Smart City, Case Study Sheffield City Council.**   **BSc** **Degree Business Information Technology,** **Leeds Beckett University**   * Grade: Lower Second Class (57%) * Final Year Modules: Human Computer Interaction, Emerging Technologies, IT Systems Strategy, Business Intelligence | **2018-2019**  **2013 – 2018** |

* Dissertation Project: **An investigation into the Usability of the current Content Management Systems for Students within Leeds Beckett University (VLE).**

## Level 3 BTEC Diploma, Longley Park Sixth Form College 2009 - 2012

* Level 3 BTEC Diploma Business Studies, Level 3 Sub Diploma ICT, Level 2 BTEC First Diploma Business Studies, Level 2 Adult Literacy and Numeracy

**Other Qualifications/Certification**

* Level 2 Award in Spectator Safety, Level 2 BTEC Award in Door Supervision and Level 2 Award on Traffic Management. Banner Basics, Social Media, Report Writing, Project Management, Recruitment and Selection and Data Protection.

Extra-Curricular Activities

* Former Mature Students Representative and Student Trustee
* Students Union Leadership Programme
* Campaign Coordinator at Leeds Beckett Students Union
* Lead International Student Ambassador
* Business Information Technology (Level 5 + 6) Course Representative and ITM Course Representative (Level 7)
* Digital Champion at Leeds Beckett University, supporting how technology can be used effectively in a learning environment

**Employment**

## IT/AV Support Specialist Student Placement, Leeds Beckett University 09/2015 – 09/2016

* Successfully provided second line IT/AV support to university staff on operational and technical support for a wide range of desktop, laptop, mobile, printing, audiovisual, media and telephony technologies as well as standard software applications and corporate systems and services including installation, modification and fault-finding & rectification for hardware and software.
* Provided technical support for internal & external events and specialist teaching facilities.
* Responsible for efficiently and effectively resolving all IT/AV incidents and service requests assigned to me by IT Help desk, Senior IT/AV Support Specialist and Support Services Manager.

# Further Employment

## Control Room Administrator, Balfour Beatty 04/2017-07/2017

* Ensure that key documentation is validated and processed in line with National Grid processes and procedures.
* Meet all required service level agreements
* Input numeric and field captured data received daily into company systems
* Provide administrative support and assistance in providing an efficient and effective service to contribute to the achievement of departmental objectives
* Ensure all closure documentation is loaded into DMS ensure quality at all times
* Undertake additional duties relating

**Administrative Assistant – Project Support,** **Carillion** **08/2015 – 09/2015**

## Duties include

## •Provide project support for Ministry of Justice contract that Carillion secured, part of that process was the complete organisational restructure for MOJ Construction and Engineering department which the project addressed with following tasks to aid the project.

## •Completed, organised and archived MOJ prisons billing closure document including gathering relevant information from a range of sources and accurately adding it onto Geneva information system (Citrix Receiver) , regularly meeting and exceeding team targets of 500 document closure per working day.

## •Validate data entry to ensure correct information in Geneva information system on Citrix Receiver.

## •Attend regular meetings with the Project Manager to provide regular updates, highlight any issues and risks, project progress and set tasks throughout the duration of the project.

## Undertake additional administrative task from Administration team leader, Project Manager, Business Analysts etc

## SIA Door Supervisor, Showsec International Ltd 08/2014 – 05/2015

## Voter Registration Assistant, Leeds Beckett Students’ Union 03/2015 – 05/2015

## Student Ambassador, Leeds Beckett University 06/2014

## Sales Advisor, Menkind 10/2012 – 04/2013

## SIA Door Supervisor/Event Steward, G4S 12/2011 – 04/2016

## Administrative Assistant (Voluntary), Sheffield City Council 09/2007 – 01/2009

# Key Skills

* Proficient in Microsoft Office including Outlook, Excel and Access
* Programming skills including C#, Visual Studio HTML 5, CSS3, Javascript and PHP
* PL/SQL and SQL within Oracle Applications including Apex 4 and MySQL
* Advanced skills in Business Processes Modelling and Database Design
* Experienced in SAP Systems and Oracle ERP
* Business Intelligences (Tableau, Excel and SQL)
* Use and Management of EPOS Systems
* CRM experience and Sitecore CMS
* ITIL Service Management Foundation V3 certified
* Experience in usages and advanced support in Windows 7/8/10, Mac OS, Citrix Receiver, Banner (Oracle), Microsoft System Configuration, Airwatch and Active Directory
* System Modelling (Microsoft Visio)
* Customer Service Trained

## 

# Achievements

* Winner of The BCS: Charted Institute of IT Prize for Outstanding Achievement
* Former Member of Ethical Hacking Society, International Society and Elevate Young Minds
* Awarded Multiple Awards within Leeds Beckett SU including the Beckett Award and Outstanding Contribution of the Year
* Panel member at the Universities and Colleges Information Systems Association, Support Services Conference 2016
* Sheffield City Council Certificate of Excellence Awarded in 2008

# References

Available on request