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| --- |
| **PERSONAL SKILLS**   * Good Communicator with adaptive styles * End user focused approach to work * Forward thinking with problem solving mentality * Ability to identify conflict and drive negotiations * Willingness to accept responsibility when delegated * Confidence to manage relationships with Customers Clients * Comfortable working within a changing environment * Ability to effectively communicate colleagues and Clients/customers * Professional, courteous and rapid response approach to tasks |
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Tel: 07913208025

Email: [Shzam123@outlook.com](mailto:Shzam123@outlook.com)

**Shabaz Hussain**

**Key skills**

**Career summary**

I am confident, disciplined, and highly-motivated professional who is willing to learn. I am good communicator and a reasonable approach enables natural relationship building. Reacts to new challenges that may arise with a prompt and positive attitude, making difficult decisions where needed and taking ownership.



**Employment History**

**Enterprise Driver Recruitment & Transport Training**

Graduate First Line Support. June 2018 – August 2018

* Escalating IT issues to the IT manager where necessary
* Involved with ongoing IT projects, including upgrades and rollout
* Supporting and maintaining MS Server/Desktops and MS Exchange
* Setting up and configuring new laptops and desktops
* Troubleshot laptops and desktops
* Ensuring all logs for equipment and users are maintained
* Creating purchase demands for IT hardware/software
* Ensuring licensing for all software purchased is recorded and maintained
* Setting up new users and disabling expired accounts in accordance with manager requirement.
* Changing veam backup tapes
* Setting up phone line using the horizon

**Computer Repair Centre Batley**

IT Technician & Supervisor. August 2016 – June 2018

* Ability to work to deadlines
* A thorough knowledge of operating systems, hardware and commonly used software.
* Ability to explain technical problems in everyday English
* Fixing faulty laptop/PC, installing new IT systems and upgrading hardware and software.
* Diagnosing and solving software issues / faults over the phone.
* Listing Item on eBay or updating the listing
* Data inputting
* Excellent customer
* booking device for repair in the booking-in system
* Training new staff





**SOFTWARE**

|  |  |
| --- | --- |
| * Windows 8/7/XP/10 * Microsoft Office (2003, 2007, 2010) * Microsoft Excel * Microsoft Word * Microsoft Presentation * Active directory   **HARDWARE** | * Avast Antivirus * Kali Linux * Metasploit * Nmaps * Encase * VMware * FTK * Sublime * Microsoft Server 2016 |
| * Laptops * Desktops * Printers * Android * Phones |  |

**Programming Languages**

|  |
| --- |
| * Python   **INDUSTRY EXPERIENCE**   * Sales * IT * Customer service |

**Shell Petrol Station**

Sale Assistant, June 2017 – October 2017

Forecourt Caretaker, October 2016 – June 2017

* Handled payments from customers.
* Rotated stock, checked/received deliveries and kept store room in order.
* Helped customers with any problems or queries.
* Ensured all areas were kept clean and presentable for customers.

**Huddersfield Waterfront Kirklees College**

IT Helps Desks Support April 2014 – June 2014

* Transport equipment and set up pc.
* Responded to staff queries over the phone with excellent telephone manner
* Recorded all queries accurately using the internal college information system
* Reset staff and student passwords
* Responded to staff and student enquiries over the phone and in person

**ACADEMIC QUALIFICATIONS**

**Leeds Beckett University. 2014 – 2018 June**

* Bachelor Computer Forensics & Security Degree.

**Kirklees Huddersfield College. 2012-2014**

* BTEC Extended Diploma in IT – Level 3 – DMM (Distinction, Merit, Merit)
* Cisco|Network Academy - IT Essentials: PC Hardware and Software.

**Kirklees Dewsbury College 2010-2012**

* Level 2 BTEC Diploma IT – Grade Merit
* Essential English Level 2 – Grade Pass
* Level 2 BTEC Diploma in Business – Grade Pass

**Birkdale High School.2005 – 2010**

* 5 GCSE

**REFERENCES:**

When requested

**CONTACT DETIALS**

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