**Badrul Amin Ludhi**

**Address: 44 Bargrange Avenue, Bradford, BD18 2AA**

**Telephone: 07833019284**

**Email address: amin15451@gmail.com**

**Language, English/Bengali**

**Personal Statement:**

I am a very organised and hardworking person, who gets on well with people. I am confident in following instructions and always willing to help others. I have developed strong customer service experience and feel I am a good listener. I have a strong determination to work hard. I like new challenges and I am always prepared to have a go at anything if I am asked to do so. I am a polite character and have a good sense of humour.

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| **Skills and Achievements:** | |
| * Confident in talking to different types of people * Great customer service experience * A strong customer focus * IT Literate: Proficient in MS Office Suite * using Microsoft/ server RT, Antivirus | * Very good record of attendance at college * Excellent IT and communication skills * Able to meet deadlines effectively * Time management * Attention to detail |

**Education and Qualifications**

**(Sept 2016 – July 2019) Bradford College University Centre**

BSc (Hons) Computing (Top-Up)

HNC/D Computing and Systems Development (QCF)

BTEC Level 3 Subsidiary Diploma in IT (QCF)

**Sept 2015** – **2016 Bradford** **College,** Great Horton Rd, Bradford, BD7 1AY

BTEC Level 3 Subsidiary Diploma in IT (QCF) – achieved Distinction\* 2016

**HNC/D Computing and Systems Development (QCF)** achieved Merit 2018

**Sept 2012** - **July 2015 Shipley** **College,** Victoria Rd, Shipley, BD18 3LQ

Functional Skills English and Maths

BTEC Level 2 Diploma in IT (QCF) – achieved Merit 2013

BTEC Level 2 Diploma in Creative Media Production (QCF) - achieved Merit

Pathways for choice – achieved Pass

**Sept 2007 - July 2012** **Beckfoot** **Secondary** **School**, Wagon Lane, Bingley, Bradford, BD16 1EE

Maths GCSE grade -

English GCSE grade -

Design and Technology –

Religious Studies –

Science -

BTEC Business Level 2 -

BTEC level 2 IT-

**Work Experience/Employment**

|  |  |
| --- | --- |
| **July 2019 - November-2019 (XEROX (UK) LTD 2nd line Helpdesk Agent)** | |
| The knowledge and experience that I gained from Xerox are | |
| * Configuring and adding roles to customers devices (Printers) * I have gained a vast amount of knowledge in MFD printers * Inputted and managed data into excel | * Helped new arrivals (staff) and show them what they will be doing * Firmware upgrades for the devices above * Add apps (mobile print app roles) to printers |
| * I have spoken to technicians and customers to allow me to update or close the tickets | |

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| **Bradford college server Installation (2018 – 3weeks** | |
| * Installing server 2012 R2 for the entire college * Implementation FTP & web services * Active Directory management * Installing server equipment’s into the server Racks / Wiring up the servers to the network * Setting up multiple computers for students * Creating Backup Systems Files * Virtualisation with Linux | * Adding users and modifying user access. Managing user roles. * Raspberry PI 3 server installation * Cable tying the loose cables underneath the tables from getting damaged and also for health and safety purposes * Configuring server through SSH |

**May 2017 - July 2017 - Wildman Computers – Work Experience**

* I have gained a lot of experience in computers in this position.
* I have worked on single laptop repair jobs such as the blue screen.
* System optimisation and diagnostics for customers and companies.
* I have helped elderly customers to set up new computers, WIFI and software packages.
* Repair server issues and WIFI connectivity at companies and homes.
* Upgrades on computers and laptops.
* I learnt how to problem solve and find an effective solution. My knowledge of computers in the real world has also increased

**August-2017 – 1-month IT ambassador, Bradford College University Centre, Bradford**

* Log new student into the system to allow them to do maths and English assessment test
* Recording their results in their specific booklet/ Guiding them where they need to go next after the assessment

**Jun 2015 (2weeks) - Shipley College – Work Experience**

* I want to have as much exposure as possible in an IT position. Therefore, I worked hard to obtain work experience at Shipley college.
* My role is to observe experienced colleagues within the IT department replacing old hardware for new ones like changing HDD to SSD.
* After observing them they will help me to install it myself.
* Installing accounting programs with specific installation instructions.
* I have also installed various software packages such as Microsoft and cubase7 onto multiple computers.
* Looking at computer analytics to make sure all is operational.
* learnt how to work well in a team and communicate with other employees

**June 2012 – 2013 1 year - Rupali Indian Restaurant – Waiter- Work Experience**

* I have gained a lot of telephone experience, taking customers calls and processing their orders.
* I also helped prepare the tables, assisting in general tidying duties and ensuring the environment was kept to a high hygiene standard. This has improved my organisational skills.
* When it gets busy, I have learnt to remain calm and keep focus. My ability to handle pressure has enhanced.

**Hobbies and Interest**

My hobbies are playing sports, going to the gym, playing games and relaxing with my friends.

Computers are my interest. I am willing to take on more experience. I am still young in my career and willing to learn. Therefore, I am open to all sort of opportunities.

REFERENCES AVAILABLE UPON REQUEST