# **Bakht Said**

22 Martlett Drive

Bradford, BD5 8QG

England UK,

**Birth date:** January 10, 1986

**Driving Licence:** UK Full Licence

**Gender:** Male

**Contact Info**

**E-mail:** [engr.bakht@gmail.com](mailto:engr.bakht@gmail.com)

**Tel Home :** +44 1274 200854

**Mobile :** +44 744 791 2144

**Personal Profile**

As a highly motivated and IT passionate individual I’d like to apply for IT role. I enjoy working with computers and software and possess a variety of knowledge in that sector. I would like this job due to the fact that I feel confident with my current IT skills and I know I am able to get the job done in a professional and efficient manner.

**Skills Profile**

**Organization:**

Good organization skills this illustrate from my recent employment as a set targets for taking number of calls on a daily basis this include taking average 50 to 60 calls in a day and dealing with every call effectively as taking into account of handling time and first time fixing customer’s queries. Besides this, undertake call ownership as to complex queries in relation to customer’s complaints and solve customer’s queries under time scale.

**Communication**:

Good communication skills this demonstrates from my recent employment , dealt all phone calls relating to various queries including clients, professionals and calls from other departments, able to provide with relevant information as required and solved relevant queries.

**Team Working:**

Enjoy working in teams with people from different backgrounds. I Encourage contributions from

others, respond positively to requests for help with people and support other to achieve goals. I

worked in teams both at work and at university, which has given me great ideas on how to handle

people in different situations. However, I am also very confident and reliable when working alone

using my own initiative.

**Adaptability and Flexibility**

I keep an open mind to new ways of doing things and adapt effectively to new learning opportunities and situations e.g. regularly worked beyond usual hours to deal with ad hoc problems and software updates during software development work.

**Employment Experience:**

**Lloyds Banking Group (October 2015- Present)**

I'm currently working in Lloyds bank as IT Support Analyst which covers 1st line support for over 50 different systems, over 200 thousands and laptops both national and international. My day to day task include supporting the bank systems and making sure everything is operating as it should, I understand the importance of adhering to processes and procedures, particularly in areas of SOX requirements and severity one incidents. I am fully au fait with the rationale behind these protocols and ensure I am diligent and deliver exactly what is required when faced with these issues. I have never had any failings with SOX compliance and always ensure customers are correctly verified and undergo the correct authorisation processes in place.   
I feel I am an advocate of the direction in which the desk is moving and always remain positive, accepting change as a challenge to be embraced. I try and motivate colleagues in the team and am always willing to assist others where I can. I am aware of the services processes adopted by the desk and I always strive to achieve the daily targets such as ASA & AHT for example. I am always eager to work through our departments various queues, and when required happy to progress customer escalations to the relevant areas of the business.

**Tasks I carry out on a daily basis:**

* Being admin of over 50 different systems and providing admin support to bank colleagues both in offices and in branch.
* Filling out relevant paperwork to send down additional help to the colleagues for example when I have to book an appointment for an engineer to pay a visit to the bank to fix and issue.
* Being both 1st and 2nd line support for any and every issue that a colleague may face.
* Providing professional and understandable information to colleagues and customer to get the issue at hand fixed.
* Chasing up on issue that need fixing that have not yet been fixed.
* Phoning up customers to give them updates on calls they have logged with us and update them on what's being done to fix their issue.
* Complying with data protection act on a daily basis.
* Dealing with issues that involve profile resets and using AD daily.
* Supporting users who use CITRIX, Blackberry, outlook, Endpoint/point sec, VSRA, RAS tokens and many more systems and applications.

A**ddress:** Lloyds Banking Group (Head Office) Cote Lane Farsley Pudsey LS28 5ED

**Bradford Royal Infirmary (NHS) (October 2013 - October 2015)**

Duties:

* Liaising with other healthcare professionals such as District Nurses and GPs. Excellent leadership qualities and supervisory experience.
* Assisting clients to get up then helping dress and prepare them for their day. Assisting service users with their environment & day to day activities.
* Monitoring blood pressure, blood sugar and other physical conditions, as required. Making recommendations for changes and improvements to a clients care.
* To report to the Nurse in Charge any changes in individual service user’s condition and any other relevant matter, noting especially and changes in skin condition.
* Organizing and assisting with recreational activities. Assist clients with their exercises, physiotherapy and other medical plans.
* Maintaining confidential client files preparing reports & information as required.
* Transporting Care patients to appointments and activities.

A**ddress:** Duckworth Lane West Yorkshire, Bradford , BD9 6RJ

**Software Technology Innovator, Karachi (July. 2007- Sept. 2009)**

**IT Application and Support Engineer /IT help Desk at STI-Information Systems**

**Responsibilities include….**

* Answering and logging all reported calls through ‘Support Desk’ logging application.
* Resolving, tracking and ensuring that logged calls are carried through to completion and updating all calls notes appropriately.
* Liaising with and updating clients when a call cannot be resolved immediately.
* Logging of all time involved resolving calls, via our own ‘Time Sheets’ application.
* Reporting of ‘recurring’ issues to Support Managers and 3rd line Support.

**Network Clients**

* Assistance and troubleshooting PC \laptop network connections, including IP and VPN issues.
* Assistance and troubleshooting all aspects of Microsoft Office Desktop Applications.
* Connecting to clients via terminal services and \or remote access to assist with troubleshooting or ‘how to do’ queries.
* Configuration of new hardware (PC’s\Laptops\Printers), including connection to domains and installation of all applications required.
* Set-up of Blackberry users and devices, troubleshooting Blackberry server and device issues.

**Key Skills:**

* Excellent communication skills, both written and oral
* Ability to manage own time and priorities workload
* Analytical and conceptual thinking
* Strong presentation skills
* Conscientious approach to workload.
* Maintaining and developing strong working relationships with staff and customers.

**Educational Background:**

**(Jan. 2011- Sept 2013)**

**Post Graduate Diploma in Computing**

Leeds Metropolitan University (LMU), England, United Kingdom (UK)

**(September 2009- Dec. 2010)**

**Foundation in Business Computing**

Leeds Metropolitan University (LMU), England, United Kingdom (UK)

**(Jan. 2005- August. 2009)**

**BS** in Computer Engineering

Sir Syed University of Engineering & Technology (SSUET), Karachi, Pakistan

**(March 2003 – Dec 2004)**

**A Level** in Pre Engineering

Federal Government Urdu Science College (FGUSC), Karachi, Pakistan

**(Feb 2001 – Dec 2002)**

**O level**

Government High School Jowar, Buner (GHSJ), KPK, Pakistan

**Languages:**

* LANGUAGE: Pushto (Native), English (Excellent), Urdu(Excellent)

**References:**

Available on request