**Qasim Mirza**

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**Personal profile**

I am a flexible and organized individual with the ability to work under pressure ensuring that all tasks set are completed to a high standard. Being self-motivated, hardworking and determined are assets to me which have helped build my confidence. Having gained many different practical experiences this has given me the ability to work in a team and as an individual. I have exceptional time keeping skills which has bought me success to become an organised and a driven candidate. I have excellent communication and interaction skills which have enabled me to use my own initiative and work effectively. I am always looking to enhance my knowledge and skills. Problem solving is my strongest point as I work using my own initiative helping create positive outcomes in certain circumstances.

**Employment History**

**Software Support Analyst** 03/2018 on going

I am currently working for one of the leading health care software provider, Emis Health. My job role includes providing support to Surgery’s, who are experiencing issues with Emis Web software. I am their first point of contact. My key focus is to ensure the issue is resolved within SLA time. I thrive to provide a countless customer service to ensure the client is pleased with the resolution provided.

The calls I deal with on a daily basis are technical faults and training issues. In order for me to resolve the issue I remotely dial on to the user’s terminal to troubleshoot the fault. My goal is to apply a first time fix to ensure the user is able to use the software efficiently throughout the day. As this can have a clinical impact on patient care.

I have the ability to follow processes and procedures that have been put in place by making sure if a matter cannot be resolved on a first time fix, then it to be escalated to second line team for further investigation.

I have experience in running SQL scripts this is one of tools I use part troubleshooting.

**Duties**

* Logging IT software requests and incidents
* Escalating calls to 2nd line team
* Monitoring call patterns
* Keeping group users up to date with current performance issues
* Network maintenance/ Setup
* Software Administration
* Recording 1st line support queries and proving training to end user.
* Software installation
* Desk support
* Anti virus
* Fault finding using SQL scripts
* Diagnosing software issue
* Following health and safety procedures
* Database Interrogation
* Delivery of an outstanding customer experience every time.
* Managing customer expectations
* Handling timeframes effectively
* Liaising with our second line team

**Volkswagen case management** 07/2015 to 02/2018

My job role at capita working for Volkswagen client as case handler involves dealing with customers complaints and liaising with retailers. This has enhanced my ability in delivering positive and negative outcome. I have excellent management and organisation skills which allow me to provide an outstanding customer service. I thrive to get the best possible outcome for the customer as this has a huge impact on the brand.

**Duties**

* Managing customer complaints on a daily basis
* Working in a fast paced environment
* Delivering positive and negative decisions
* Managing customer expectations
* Working towards deadlines
* Managing timeframes effectively
* Liaising with retailer network
* Managing workload in a effective time
* Delivery of an outstanding customer experience every time.
* Taking ownership and ensure all inbound and outbound contacts are handled promptly, efficiently and with a high level of professionalism.
* Ensuring that the customer is kept up to date throughout the life of the case and facilitating a speedy resolution
* Ensure all contacts are recorded on the relevant management/client systems, following any guidelines/instructions issued to their respective teams
* Make commercial decisions regarding goodwill gestures to our customers or to what extent we should contribute toward costs of repairs

**Arcadia - Customer Care Advisor** 03/2014 – 04/2015

My job role at Arcadia was to deliver excellent customer care to my customers ensuring they have the best possible experience with the business. This was achieved by taking inbound calls and dealing with customer requests through email. Part of my role included dealing with customer complaints and escalating further when appropriate. I would also be liaising with store managers and other relevant departments in order to exceed customer satisfaction. Working at Arcadia has given me the ability to work positively as part of a team both with colleagues and management. It has given me the Ability to see things from the customer’s perspective therefore enhancing my listening and verbal communication skills.

**Duties**

* Providing quality responses to customer contacts in writing, by telephone and email
* Taking ownership and to manage my own complaint caseload to reach first time resolutions
* Balancing business needs against customer expectations to ensure high levels of customer satisfaction
* Negotiating solutions with different customer groups prioritising external customer needs wherever possible
* Demonstrating the ability to balance telephone, written and administrative work to ensure that personal targets and departmental service levels are met
* Contributing to departmental meetings, focus groups, projects and training sessions as and when required.
* Dealing with customer refunds, enquiries, ordering and billing queries

**Thorpe pharmacy** 02/2012 01/2016(part time)

Having carried out voluntary work in a pharmacy I completed a Pharmacy Medical Counter Assistance Course. I gained many different skills including various customer service skills. Having worked here my product knowledge regarding prescriptions had increased. I was then promoted for a part time paid job. I worked in a team of three helping me gain confidence and expanding the business where possible. I came across various different customer service situations and dealt with the problem however appropriate.

**Duties**

* Advising customers regarding certain medicines
* Problem solving
* Housekeeping
* Endorsing and labelling prescriptions
* Data entry placing invoices on computer
* Taking orders from customers via telephone
* Keeping up-to-date with all current promotions within the store.
* Operating the till and accurately counting and reconciling the till float.
* Being alert to thefts and fraudulent bank notes, cheques or credit cards.
* Accurately processing all methods of payment.

**Peart IT services ICT apprentice** 02/2011- 08/2011

Having worked as an I.T apprentice my role was based on working at a helpdesk. This involved receiving calls from potential clients with various faults with their hardware and software. My role also involved sending email to clients and respond to call and prompting them on how to resolve the problem. In addition escalating calls to second line support.

**Duties**

Recording 1st line support queries

* Logging IT software requests
* Escalating calls to 2nd line team
* Monitoring call patterns
* Keeping group users up to date with current performance issues
* Network maintenance/ Setup
* Software Administration
* Setting up IT equipment both hardware and software
* Desk support
* Anti virus
* Operating system
* Fire walls
* Following health and safety procedures

**Qualifications**

**2009 – 2010** Electrical installation level 1

**2007 – 2009 Allerton Grange**

11 GCSE passes including Maths, English, science, ICT OCR National Level 2

* Microsoft certified Support Technician
* Level 3 Diploma ICT Professional Competence
* City and guide level 3 technical certificate
* ICT systems and principles for advanced Apprentices
* Pharmacy Medical Counter Assistance
* Numeracy level 2
* Literacy level 2

**References**

Thorpe pharmacy Capita Volkswagen UK

1 Oakley Street Leeds Valley Park

Wakefield Leeds

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