**Rashwan Alshaer**

**50 Broadlea Oval**

**Leeds**

**LS132SU**

**Tel: 07785186183**

**E-mail: rashwan.al.shaer@gmail.com**

**Profile**

* A goal-driven and determined individual, with excellent knowledge of the IT sector, is looking for employment as soon as possible.
* In my previous positions, I have proven to be a hardworking and reliable employee. I have demonstrated the ability to work exquisitely under pressure and good attention to detail, which is essential working in IT. I can work well both in a team and under my own supervision, as my previous experiences have proved, I have excellent self-management skills.
* I have knowledge and experience of various OS's Desktop Support, IT Technician, PC Engineer, Desktop Support Analyst and hardware, and I am able to offer technical advice or remote support, within time limits to help things keeps moving.
* I have experience and knowledge of the full admin access to both user hardware and servers side too, as well as in depth knowledge of the client's protocols too and where the server side support begins, I can be responsible for the basic /initial checks / repairs to servers and infrastructure - switches / routers etc
* I can deal with contracted support for items provided by including printer support, vendor software support, machine maintenance, depot support, and some other outsourced services.

**Experience**

**Emovis Leeds on behalf of Highway England ''Call center representative'' for Datrford Crossing (permanent), Leeds UK 2018, Current.**

* Registering new accounts.
* Administration of existing accounts.
* Process payments over the phone.
* Sets recurring payments over the phone (Direct dept.).
* Review vehicle passage images to identify and classify them.
* Answer and following up general enquiries over the phone/email/correspondence.
* Taking escalation as Senior advisor from the other customer service representatives to answer all customer queries and get their problems resolved.
* listen to recorded calls to check if things went wrong from our side do investigations for road users accounts give them the most accurate and acceptable advice in according to Emovis business rules.
* Respond to complaints over the phone/email/correspondence and listen to the calls, give feedback for my team or send it by email to their team manager to avoid further complaints and to make sure things done in correct manner in future.
* Process Penalty Charge Notices, Appeals and Representations as part of the Enforcement services.
* Help and teach new starter in the company and do floor walking to support the call center team in cases where no team mangers are available.
* Supporting the academy where we have like 24 new starters and teaching them how to deal with customer's queries.
* Registering new accounts for local residence discount scheme.
* Help Team Managers finding some information over the system.

**Welcome to Leeds, Leeds UK (Voluntary Work) 2015-2018**

* Support a newly arrived asylum seekers in Leeds.
* Contacts the clients on the phone and meet them either in their house or at a venue in arranged day and bring them to RETAS, show them around the city, showing them how to join the library, where the bus station is, how the buses work, where the market is, ETC to help them settle in.
* Interpreted and translated from Arabic to English

**Map Service, Middleborough, UK. (Voluntary Work)** **2015**

* Interpreted and translated from Arabic to English
* Ran and taught ICDL computer course for asylum seekers to help them find better job in life.
* Ran network plus course for asylum seekers to help them find better job in life.
* Raised and provided asylum seekers with clothes, shoes, furniture and household items.
* Taught basic English.
* Helped refugees with moving houses.
* Provided a welcoming service for newly arrived asylum seekers: showed them around the city and gave directions

**IT Network and CCTV administrator, Oceandro Large Yacht Builders, (2012- 2015)**

* IT administrator.
* Installed and configured computers software and hardware printer's plotters projectors and VoIP systems.
* Installed configured networks (domain server, Managed switches)
* Computers and networks maintenance
* Configured for Backing up records for security system and for the domain server.
* Installing computers and servers and connect them with the media and security systems for the newly built vessels, boat and yacht, also for the vessels come to the ship yard for reparation.
* Dealt with import and export orders
* Dealt with the payroll system and Human Resources.
* Ordered and stocked supplies within and outside the country
* Fixing cameras and programing Security systems for the new extended areas for the company and the new built vessels, boat and yacht, also vessel come to the ship yard for reparation.
* Took on a variety of administrative tasks, including logistics Customs clearance, answering phone inquiries.

**Independent IT Support, (1997- 2014)**

* Assisted the clients with a variety of IT support tasks and home visits this include computer setup software and hardware printer scanners and other devises
* Developed professional connections with clients
* Led Desktop computer, Laptops, Phones, and Tablets maintenance workshops
* Installed, configured and fixed networks and CCTV cameras
* Sold computer equipment, including gaming technology.
* Support clients on phone as first line, second line,
* Install workgroup and domain networks for home and small business,
* Computer hardware and software.
* Phones and Tablets hardware and software.
* Make sure that our clients are fully satisfied and handling any unexpected problems.

**Internet services agent, Zad, (2009 – 2012)**

* Sell and install ISDN, Over ISDN, Leased line, ADSL services and setup switches and routers for home and business.
* Support clients on phone, home, companies for internet computers, and servers' problems.
* Make sure that our clients are fully satisfied and handling any unexpected problems.

**Executive secretary and IT administrator, Altarabulsi Import and Export, (2009- 2011)**

* IT administrator.
* Installed computer software and hardware maintenance
* Installed network (domain server) and maintenance
* Backing up records for security system and server in case of accident
* Daily reports on security of the area
* Took on a variety of administrative tasks, including logistics Customs clearance, answering phone inquiries
* Dealt with import and export orders
* Dealt with the payroll system and human resource.
* Ordered and stocked supplies within and outside of the country.
* Fixing cameras and programing Security systems for the new extended areas for the company and its branches.
* Answered e-mails and phone inquiries
* Typing and accounting for the company and official correspondence.

**Black box programming for vehicle speed limit, (2007-2009)**

* Ran the office of the city branch
* programmed the computer driver cards and the black box
* checked that the black box speed limit was accurate at all times
* Make sure that our clients are fully satisfied and handling any unexpected problems.

**Computer Engineer assistant, United Nation world food program, (2003- 2004)**

* Do helpdesk for employee's PCs and laptops problems.
* Installing network cables connecting printers configure computers with network
* Prepare the field for any IT stuff to suite working for the teams and for the projects.
* Interpreted and translated from Arabic to English for our team.

**Tutor at Centre for Computer Courses, (1997- 2003)**

* Installing network cables connecting printers configure computers with network
* Do helpdesk for employers and customers with their PCs and laptops problems.
* Teaching children and adult computer courses win 95, 98, and Me
* Games hall management.

**Education**

* 2013 Cisco Certified Network Administration (CCNA 200-120 Routing and Switching) course.
* 2013 Microsoft Certified solution associate (MCSA 2012) course.
* 2012 Microsoft Certified IT Professional (MCITP 2008) course.
* 2004-2009 Computer Engineering Network Specialist, Damascus University.
* 2003-2004 A+, Network+, Security+, and ICDL course.

**Key Skills**

* Good knowledge of both written and spoken English and Arabic
* Advanced computer skills
* Full UK driving license
* First Aider
* Fire Warden
* SIA Security

**References**  
 Available on request.