**Tayyub Hussain**

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**Personal Profile**

*Highly motivated and resourceful individual looking to utilise my extensive experience in the IT sector. I work well under pressure whilst delivering detailed output in an effective and timely manner. I possess excellent interpersonal skills and have the ability to provide robust problem solving and decision making. I am able to work on my own initiative and as part of a team with an ability to focus both on driving short and long term results.*

**Employment History**

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**Barclays plc Deployment Engineer Oct 2019 – Dec 2019**

**Software/Hardware Used**

* Microsoft SCCM, Windows 10, MS Office 365, Bitlocker, Asset Management Tool, Citrix Xenapp
* HP Elitebook X2, HP Docking station, HP Printers, Lenovo ThinkPad

**Duties:**

* Responsible for rollout of devices to Branch and Corporate sites throughout the UK
* Legacy devices to be removed
* Testing new devices are functioning correctly and connect original peripherals
* Asset management – asset tag, update asset register
* Provide group and 1-1 training for all staff at varying literacy levels

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**Hebden Bridge Group Practice IT Technical Manager July 2016 – Aug 2019**

**Software/Hardware Used**

* Microsoft Server 2003/2008/2012/2016R2, Windows 7/8.1/10, Office 365/2003-2010, Office365 Admin console
* Working knowledge of SCCM/MDT/WDS/WSUS/SCCM
* Active Directory, Group policy, Security groups, create/manage accounts
* Symantec Backup Exec
* VMware vSphere Client
* Dell/Lenovo/Cisco/HP Printers/Brother/Xerox

**Duties:**

* Manage and maintain the surgery’s private network across all three sites.
* Provided BAU support, dealing with incidents, requests, problem tickets and also raising and implementing changes.
* Dealing with critical P1, P2, P3 and P4 whilst keeping the stakeholders informed.
* Maintain the surgery’s internal servers, desktop PCs, printers, clinical software and hardware
* Clinical system administrator; maintain templates, SystmOne protocols, clinical reporting, data quality reports.
* Survey / Reports – Patient surveys, Staff surveys, clinician feedback surveys.
* Manage new users / NHS smartcard sponsor
* LOA (Local Organisation Administrator) Microsoft Exchange for NHS mail; create new accounts, reset passwords, create/maintain email distribution lists.
* Intranet maintenance / internal web pages / maintain external website.
* Provide group and 1-1 training for all staff.
* Participate in the management of the practice as part of the management team.
* Responsible for documenting existing systems and ensuring compliance, i.e. GDPR, NHS Toolkit, licensing and company policy.

**Technical Skill-Set**

* Active Directory: Create, manage accounts, security groups, group policy
* Managed Dell Servers using Symantec Backup Exec, including tape exchange, ensuring completion of backups, restores and configuring new backup specifications.
* Patching the servers with critical updates with WSUS and SCCM.
* Deploying various applications to workstations using SCCM, AppV.
* Networking using Cisco switches; basic network maintenance, patching, cabling.
* Documented existing and new IT processes as well as infrastructure documentation.
* Scheduled testing of disaster recovery procedures.
* Maintain IT hardware Asset Register; Remedy.
* Testing the Windows 10 image and resolving complex issues before rollout.
* Deployed Windows 10 with the build via SCCM.
* Office 365 rollout, on-boarding, off-boarding, office365 admin centre, global admin.
* Skype for online consulting.

**Projects:**

* *Windows 10 migration*
* *Office 365 migration*
* *Skype for Online consultations*
* *Windows 7 migration*
* *Upgrade of cabinets and networking infrastructure*
* *Transfer paper records to digital records*

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**C&H NHS Trust, Halifax/Huddersfield Apple Deployment Engineer July 2015 – July 2016**

*This was a huge project for the trust, it transformed the way the hospital worked by going from paper documents to an e-observation system for recording patients vital signs.*

**Duties:**

* Responsible for project planning and rollout of devices to all wards across two hospitals.
* Building and configuring Apple devices before rollout.
* Responsible for day to day administration of Nervecentre system.
* Assist Project Manager in the production and maintenance of project plans.
* Production of technical documentation to agreed quality standards.
* Procurement of Apple devices / storage boxes / cables / cases.
* Providing training to super users; preparing classroom guides for trainers.
* Running Active Directory imports daily, creating generic accounts in AD for all devices.
* Setup and maintenance of security rights and access permissions.
* Manage data security, software and licence control.
* Creation of Apple Accounts.
* Liaising with clinical staff to understand workflow in each area before go-live.

**Technical Skill-Set**

* *Apple Configurator 1 & 2, Apple Store, Apple Enterprise, this was used to setup the Apple devices, I have experience of using all Apple device; MacBook Pro, iPod touch, iPad, iPhone 5*
* *Sophos Mobile Control (SMC, was used to control the device and track location of devices, installing apps etc.*
* *VMware vSphere client, used to monitor the servers hosting Nervecentre databases*
* *Active Directory; creation of users and groups, password resets, setup of security groups*

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**The Health Informatics Service Technical Support Field Engineer July 2006 – June 2015**

*Part of a two person team providing 2nd line support to several organisations based across a wide area. Supporting over 2000 users from the following organisations across Calderdale; Calderdale & Huddersfield NHS Trust, Calderdale PCT, South West Yorkshire Mental Health Trust and Overgate Hospice. Driving across sites and managing our workload and providing a quality service based on ITIL framework and delivering outcomes based on Service Level Agreements.*

**Hardware/Software used:** Microsoft Operating Systems XP/ 7/ 8.1/10, Office 2010, Office 365, Microsoft Exchange, Server 2003 R2/2008 R2, Active Directory, Sage Accounting software, VNC, Remedy, Canon print solution. Dell, Lenovo, Brother, Xerox, Canon, Avaya, Cisco, Apple, Smartphones.

**Duties:**

* Providing 2nd line support to users of IT and Telecoms systems within the 4 organisations in the NHS (Calderdale CCG, CHFT, SWYMHT & Overgate Hospice).
* Manage my own workload and organising client site visits.
* Working knowledge of ITIL framework.
* Liaising with 3rd party for repairs (Dell, Lenovo, HP, Brother, Canon).
* Advising users / depts. on IT policy and PC System Administration.
* Ensuring backups are complete and notify infrastructure of any problems.
* Develop and execute service delivery projects
* Creating accounts and installing configuring software for remote users
* Part of the out of hours support team for at Calderdale Royal Hospital.

**Technical Skill-Set**

* Provided 1st/2nd line support to all users on-site and off-site comprising of approx. 1000+ users.
* Office365 migration, Office365 Admin center, on-boarding, off-boarding, powershell
* Active Directory: create/maintain user accounts. Group Policy Objects, Security groups and permissions.
* Trained and provided support to new 2nd line analysts.
* Provided on-going process improvement, efficiency and a quality service to all customers.
* Developed and implemented new processes to ensure faults were resolved efficiently within their SLA.

**Projects**

* Office 365 Migration

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**Primary Care Trust, Calderdale Windows 7 Deployment Engineer Dec 2009 – Mar 2012**

*The role involved upgrading all the PC’s across all 30 GP sites in Calderdale. This role involved managing and planning the entire transition.*

**Hardware/Software used:** SCCM, WSUS, Windows 7, Microsoft Office 2010, Dell, Cisco Switches, IP telephones, Brother Printers, Fujitsu scanners, touchscreens.

**Key skills**

* Manage, plan entire project to deploy new operating system across 30 GP Practices.
* Build & deploy new hardware to replace end of life machines.
* Build using SCCM.
* Configuring touchscreens / Printers / Scanners.
* 30 GP sites required upgrading, which I managed and did single handed.
* Training clinicians and admin staff on how to use Windows 7 Operating System.

**Technical skills**

* Strong experience of Microsoft Office skills (Outlook, Word, Excel, SharePoint, PowerPoint, etc.)
* Strong experience of Microsoft Operating System installation and troubleshooting skills.
* Strong Break / Fix skills Desktops, Workstations, Notebooks and Printers and Handhelds.
* Strong skills in planning, timescales, communication, execution, troubleshooting and delivery.
* Highly organised, detail oriented, people friendly with excellent communication skills.

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**The Health Informatics Service Technical Support Engineer July 2006 – Dec 2009**

*I was part of the 3 Technical Support team based at Calderdale Royal Hospital looking after the entire IT infrastructure. The role involved in providing 2nd line support to the tickets created by the Helpdesk team.*

**Hardware/Software used:** Microsoft Operating System XP, Win 7, Windows server 2000/2003 R2, Exchange 2003, Active Directory, Avaya Phone Manager, Sophos Antivirus, VNC. Supporting switches, PC’s, monitors, mobile phones, smartphones, printers, medical equipment and CCTV.

**Key skills**

* Provided 2nd line support to all users within a hospital based environment.
* Performing BAU tasks on a daily basis, dealing with incidents, requests and problems when required.
* Ability to manage highly complex and diverse tasks in a multi-disciplined environment.
* Working effectively under pressure and within tight timescales, Service Level Agreements (SLA) in place.
* Working knowledge and understanding of the ITIL framework.
* Excellent networking skills and the ability to build relationships.
* Ability to train people floor walking, coaching experience, sharing best practices to build up team knowledge.

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**The Health Informatics Service Senior Helpdesk Analyst June 2003 – July 2006**

*After graduating this was my first role in IT as a Senior Helpdesk Analyst for the Calderdale and Huddersfield NHS Trust providing 1st line support to all users of the service. Creating tickets using Remedy and performing 1st line fixes over the phone.*

**Hardware/Software used:** Microsoft Operating System XP, Microsoft Office 2K, Microsoft Exchange, Active Directory, DNS, DHCP, McAfee, Sophos Anti-virus, Remedy, VNC, ITIL.

**Key skills**

* To act as a central point of contact between user and IT Service Management.
* Provide first line support for IT services by answering the user calls and logging the incidents and requests in the incident management system (remedy).
* Working as part of a team in order to provide an effective service.
* Responsible for creating a knowledge base on known issues.
* Creating user accounts in Active Directory.
* Manage Exchange accounts and distribution lists.
* Permissions to network resources in Active Directory; Manage accounts, security groups, group policy.
* Exposure to ITIL to improve IT service in order to improve quality and efficiency.

**Education**

* *BSc (Hons) Computing & Information Systems, University of Bradford, 2003, 2:2*
* *Foundation Year in Electrical Engineering, University of Bradford, 2000, Merit*
* *10 GCSE’s Grades A-C, A-Levels; Biology, Geography, General Studies, Sowerby Bridge High School, 1992-1999*

**Professional Certifications & Training**

* *Supporting & Troubleshooting Windows 10, Jan 2019*
* *City & Guilds NVQ Certificate in Customer Service, Nov 2013*
* *Troubleshooting & Supporting Windows 7 in the Enterprise, Dec2011*
* *Supporting Users running MS Windows Applications, Aug 2009*
* *ITIL Foundation Course (Certified), Oct 2004*

**References** ­- Available on request