Aadil Rehman

60 Bonn Road, Bradford, West Yorkshire, BD9 5DY [aadil-rehman93@live.co.uk](mailto:aadil-rehman93@live.co.uk)

Tel: 07772 728 982

**PROFILE**

A hardworking individual, who has a variety of skillsets which can be used individually to complete a goals and tasks or in a team delegating roles to complete a task, is able to demonstrate keys skills such as communication and teamwork to be more effective in my role in a group and with working with a large team. With a high level of determination and very enthusiastic new skills can be learnt quickly and be used effectively, also a very reliable worker who is very good with timekeeping and keeping up with commitments.

Confident in working in an IT environment with both hardware and software related tasks, capable of using IT Systems and Office applications and also different operating systems, using key skills learnt over education and previous jobs roles to perform tasks and to determine the fault cause, enjoys problem solving and thinking of solutions that can be used.

**EDUCATION AND QUALIFICATIONS**

**ITIL Foundation Certificate in IT Service Management (2019)**

**University of Bradford** (**2012 – 2015)**

BSc Information and Communications Technologies with Business

(Average mark 1st Year 63.16 %)

(Average mark 2nd Year 55.83 %)

**Graduated with 2:2**

**Bradford College (2010-2012)**

**A levels** - IT Extended National Diploma with Project (Overall Grade Merit)

**BTEC Award at Level 3 -** Work skills (QCF)

**Belle Vue Boys School, Bradford (2004 – 2010)**

**GSCE -** 13 passes at Grades A – C

* Math’s Grade A
* Statistics Grade B
* Science Grade A
* Additional Science Grade B
* English Grade C
* Religious Studies Grade C
* BTEC in Art & Design Pass
* BTEC in Sport Pass

**Full UK Driving License**

**EMPLOYMENT EXPERIENCE**

**IT Service Desk Analyst Embed Health Consortium (Kier Group) (April 2018 - Present)**

* Helping NHS Colleagues with I.T Support through a 1st Line role, answering calls from users and logging the ticket on the system whilst providing high level of customer service
* Supporting users who are working in the practice or at home remotely, identifying the problem through symptoms advised by the users, determining the fix for the issue
* Assisting users with Windows 7 and 10 application issues, peripheral configuration and driver installation. Knowledge on Microsoft Applications such as Microsoft Office (2010/365) to provide the users with guidance or to fix issues with the applications.
* Identifying network issues such as IP/DNS/TCP/UDP that may be causing user faults
* Using Windows Servers (Versions 2008 and 2016) to support users issues using SCCM, remotely accessing devices and to troubleshoot IT faults and perform fixes
* Using Active Directory services to create new user accounts, amending active accounts and applying new permissions, Disabling and moving accounts between containers.
* Creating/Editing NHS Mail accounts and providing access to shared mailboxes
* Troubleshooting Microsoft Exchange issues and problems, creating new mailboxes
* Logging and creating Major Incidents tickets by questioning the fault and pin pointing key areas affected, systems impacted to determine the severity of the incident and what priority it should be dealt with.
* Creating documentation for the knowledge base such as fixes to be performed by analysts and guidance on system use

**IT Service Desk Analyst (Lloyds banking Group) (November 2015 – March 2018)**

* Helping LBG colleagues with I.T. issues through a 1st line support role, supporting colleagues through calls made to the service desk and also incident logged via their online system, analyzing the problem, determining a main cause and fixing the issue whilst also providing good customer service
* Assisting users with their issues with their device, Windows 7, Windows 8, Windows 10, Blackberry Devices, to provide knowledge on application use and configuration, configuring peripherals and installing drivers onto the PC
* Identifying network issues such as IP/DNS/TCP/UDP and advising how to resolve or performing fixes
* Supporting users who work remotely with software and hardware related issue, token based remote access
* Software deployment through SCCM, remote support of users to determine the fault, capturing error messages, deploying fixes or software updates
* Using Windows servers (Version 2008) to provide remote support, to implement fixes through command line, check accounts on Active Directory
* Determining fault priority and cause of issue to implement a fix and to determine relevant 2nd line support team who may need to deal with the issue if cannot be fixed through 1st line support
* Documenting the cause of issue and the fix applied and maintaining the helpdesk policies, verifying users as per policy before passwords can be provided
* Documentation for knowledge base to be used by analyst as part of first time fix or to provide guidance on system use