Naeem Tai

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A cheerful, hardworking, conscientious individual with an optimistic outlook of life. Able to work well both individually and as a team, taking on any role enthusiastically and with determination. I possess an honest, hardworking and reliable nature and I am capable of remaining comfortable and at ease in all situations and working environments.

# Education

## BSc (HONS) Computer security with forensics | 2014-2018 | Sheffield hallam university

* Grade: 2.1

## BTEC Level 3 electrical & Electronic engineering | 2012-2014 | bradford college

* Grade: Distinction, Merit, Merit

## GCSE | 2006-2010 | Batley business & Enterprise college

* Grade: A-C including English (B), Math (B) & Science (C)

# Experience

## IT Service Desk Analyst | Lancashirecare NHS Foundation Trust | april 2019 - present

* Obtaining information from jobs received via email and telephone and assigning to appropriate teams for action
* Providing first class customer service, making sure all stakeholders are kept fully up to date  
  with their calls as per the agreed SLA for their Clinical Business Unit
* Using communication skills effectively in situations which may be sensitive, emotional or hostile
* Providing first line support logging calls on the service management tool , progress  
  tracking, updating and closing of incidents in an accurate and timely fashion in accordance  
  with SLA’s
* Creating new accounts as per the Trust security policy in Active Directory and creating mail  
  boxes on the Exchange server
* Creating security groups where appropriate in Active Directory, distribution lists, folder access, permissions, Public folder calendars, NHS.Net accounts, Webmail accounts when required

## Business machines advisor | office outlet | august 2015 – February 2019

* Serving customers enquiring about the product they require and meeting their needs providing them with maximum relevant information
* Offering additional care and services
* Ensuring my department is upto standard at all times by organising and replenishing stock
* Answering customer calls and queries
* Adapting to different situations to ensure I am as useful as possible
* Building rapport with customers

## IT assistant | tiles direct/Al - Murad | august 2014 – october 2014

* Assisted in setting up new company website - www.tiles-direct.com

Tasks included uploading products onto the website and general maintenance

## IT assistant | Mullaco supermarket | january 2012 – december 2012

* Created a stock database of items to be sold on the new company website
* Assisted in maintaining the website by uploading new products on the site to sell

## it assistant | europa beds | october 2010 – december 2011

* Assisted with general maintenance of website - www.bedmill.co.uk
* Dealing with customers face to face
* Answering customer calls and queries
* Offering any additional care and services
* Placing order from suppliers

# Skills & Abilities

## Skills

Competent with all Microsoft Office applications and a confident and experienced user of software used in university modules and work such as:

* Cisco
* IEF / Internet Evidence Finder
* VMWare
* Linux
* Autopsy
* Active Directory
* Exchange Server
* FTK
* Encase
* Cellebrite
* Magnet Forensics

## Ability Language

Can speak and understand Gujarati and understand basic Urdu

**Personal**

Memorisation of Holy Book (Quran)

# References Sue Smith Helen Michael Service Desk Team Leader Office Outlet Store Manager Lancashirecare NHS Foundation Trust Unit H Cathedral Retail Park Bamber Bridge, Preston Wakefield, West Yorkshire PR1 3NA WF2 9SE 01772 695316 07976 719638

# Suhayl Laher

# Tiles Direct Manager

# Howley Park Road East

# Morley, West Yorkshire

# LS27 0BN

# 07737 543332