|  |  |  |
| --- | --- | --- |
| 39 Westminister AveNue  Sheffield  S10 4ER | D.O.B: 13/10/1978  Nationality: British  Tel: 07588855936  Home: 01142301896  Email: [Sharif\_Shafi@hotmail.com](mailto:Sharif_Shafi@hotmail.com) | **SHARIF SHAFI** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | **Career History** |  |  | | --- | | **November 2015 - Present**  **Plusnet plc**  **2 Pinfold Street**  **Sheffield**  **S1**  **www.plus.net** |  |  | | --- | | **September 2013 - Present**  **Derbyshire Health Informatics Services** Outram Wharf  Little Eaton  Derbyshire DE21 5EL  **www.dchs.nhs.uk** |  |  | | --- | | **May 2013 – August 2013**  **King's Mill Hospital Nottinghamshire Health Informatics Service** Level 2 TB3Kings Mill Hospital Mansfield Road Sutton-in-Ashfield Nottinghamshire NG17 4JL  **www.notts-his.nhs.uk** |  |  | | --- | | **January 2013 – April 2013 NHS (Leicester Health Informatics Services)**  **Gwendolen House** Gwendolen Road  Leicester LE5 4QF  **www.leics-his.nhs.uk** |  |  | | --- | | September 2012 – December 2012  **Pentagon Derby** Pentagon Island Nottingham Road Derby Derbyshire DE21 6HB  **www.pentagon-group.co.uk** |  |  | | --- | | January 2011 – August 2012  The PC Clinic UK Limited  **46A Main Street**  **Broughton Astley**  **Leicestershire**  **LE96RD**  **Tel: 01455289820**  **www.thepcclinicuk.com** |  |  | | --- | | September 2010 – January 2011  **Oxford University Press**  **Great Claradon Street**  **Oxford** |  |  | | --- | | December 2007 – August 2010  **PC REPAIR**  **Leicester** |  |  | | --- | | June 2007 – October 2007  **NHS Trust**  **Duncan MacMillan House**  **Nottingham** |  |  | | --- | | September 2006 – March 2007  **Oadby & Wigston Borough Council**  **Leicester** |  |  | | --- | | December 2005 – August 2006  **Ikon/IBM**  **UK Wide** |  |  | | --- | | September 2005 –December 2005  **Master Care - ATOS**  **UK Wide** |  |  | | --- | | **March 2004 – September 2005**  **Talanton**  *[*Training *and Education Institution of IT for Advance learning]*  **Leicester** |  |  | | --- | | **January 2004 – March 2004**  ***ATOS***  **Coventry** |  |  | | --- | | **Education** |  |  | | --- | | **March 2004 – September 2005**  **Talanton**  *[*Training *and Education Institution of IT for Advance learning]*  **Leicester** |  |  | | --- | | **Jan 2001 – Dec 2002**  **RB Training**  **Brimingham** |  |  | | --- | | **Sept 1998 – June 1999**  **Dundee College**  **Scotland** |  |  | | --- | | **Sept 1992 - June1995**  **Tapton School**  **Sheffield** |  |  | | --- | | **Skill and ability** |  |  | | --- | | **References** | | - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -  **Technical Support Advisor – Permanent**  **Responsible** **for Diagnosing phone and broadband faults using BT Applications** along **with remote support** **for Plusnet, John Lewis and Waitrose customers**.  Providing assistance with **Wi-Fi connectivity**, **manual router configuration email setup on mobile devices including apple ipad, iPhone, android devices. Along with email setup on outlook 2003 – 2007 -2010 -2016, thunderbird, Mac Mail windows live clients**  and enabling broadband connectivity. Also **General customer service** **support** , **billing enquiries**, **taking payments**, **refunds** and **providing assistance with dispatching new routers**  - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -  **Field Engineer - Temporary Contract**  **Responsible** for **the rollout** **of Windows 7** and **office 2010** and installation of company specific software, **diagnosing faults** on client **PC’s o**nsite,  **Installation** and **configuration of** **Windows 7**, **Microsoft** **office 2010**, **hardware** and **software support** using **Zenworks.** **Deployment of Desktops** and **ensuring users have been migrated** to the new **windows 7 operating system** along with **bespoke applications**.  - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -  **IT Support Technician - Temporary Contract**  **Responsible** for **the deployment** **of new Dell - HP hardware pcs, printers alongside Apple ipads IPhones. Office 2003 to Office 2010 upgrade project.**  **Installation of company specific software**, **diagnosing faults** on client **PC’s o**nsite, and Via VNC Remote.  **Troubleshooting hardware issues** related to **printers, desktops, VoIP based telephone systems** and organising complete office moves.  Also involved in **all day to day issues** related **to new builds, quotes for new hardware replacement,** **MacAfee laptop encryption** to **wireless problems** that occur on day to day basis.  - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -  **Field Engineer - Temporary Contract**  **Responsible** for **the rollout** **of Windows 7** and **office 2010** and installation of company specific software, **diagnosing faults** on client **PC’s o**nsite, and Via LANDesk Remote Control.  **Installation** and **configuration of** **Windows 7**, **Microsoft** **office** 2010, hardware and software support using **LANDesk Management Suite.** Deployment of Touchscreen systems for bookings and working with **Active Directory** setting up users and permissions, ensuring users able to check themselves in on arrival onsite  - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -  **Field Engineer - Permanent**  **Responsible** for **Planning Scheduled** **onsite visits** to troubleshoot site issues, **Backups, printer & fax, Hard Drive failures, along with Help Desk support, Logging all incoming support Emails and Calls.**  As well as **Remote Support, using tight vnc**, Dealing **with Domain profiles, Roaming profiles, share permissions, VPN, sync Issues, exchange mailbox setup, Access control permissions** **resolving all calls within a SLA time agreement.**  Accompanied with **Windows 7 Deployment with Office 2010** to all remote sites **and Ipad3 deployment** for users and setting up **Customer Wi-Fi access for customers**  - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -  **Server Engineer - Permanent**  **Responsible** for **the overall Planning, preparation, installation, managing , administrating and configuration of Microsoft servers**, Windows Server **2003**, **2008**, **sbs2008**, **sbs2011**, **Exchange 2003**, **2007**, **2010**,  **New Hardware Installations**, Servers, **Desktops**, **Printers, routers,** **access points**, **maintaining and managing the network connectivity** of client’s sites.  Together with group policy management, software deployment, **data backup, data recovery and data migration** for MSB and public clients.  Providing remote support to customers, 1ST, 2nd and 3rd line, From the initial log of the call to troubleshooting and resolution.  - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -  **Rollout Refresh Engineer – Temporary Contract**  **Responsible** for **the rollout** **of Windows 7** and **office 2010** and installation company specific software, **diagnosing faults** on client **PC’s**. **Installation** and **configuration of** **Windows 7**, **Microsoft** **office** 2010, hardware support including **Printers** and **network connectivity**. **Using Microsoft’s SCCM** for deployment and working with **Active Directory**.  - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -  **Callout Technician – Temporary Contract**  **Responsible** for **diagnosing faults** on client **Home PC’s**. **Installation** and **configuration of** **Windows XP**, **Microsoft Office**, **Outlook**, Hardware support including **Printers** and **network connectivity**. Along with **Wireless Security** **Configuration** and Installation of **Antivirus Software**.  - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -  **IT Technician - Second Line Support – XP Rollout Engineer - Temporary Contract**  **Responsible** for **Providing Service** and **Support** for ***Dell*** **desktop** and **laptop** builds and **XP Rollout projects within the NHS Trust**, together with **Installation** and **Configuration** of **HP Printers** and **providing Technical Support** and **assistance** to **new** and **Existing users.**  **In Conjugation** with **handling incidents** via **telephone, email and Helpdesk, also** **managing and prioritising** **workload on Different NHS Sites In Nottingham** and **liaising** with **2nd/3rd line support** **teams** where necessary*.*  - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -  **IT and Web Assistant - Temporary Contract**  Responsible for **performing** **diverse** and **advanced** general **administrative** functions. Working as part of the **Web team** to deliver **accurate up-to-date** content at all times and managing **multiple projects** **concurrently**.  Also responsible for **supporting users** via the **telephone** on **Windows Operations** and **MS Office applications**, **managing** **incoming calls** and **carrying out initial** **investigation to** find a **resolution**, **escalating** where required.  - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -  **Printer Install Engineer, - Temporary contract**  **Responsible** for **assembling**, **unpacking** and **deployment** of **IBM** printers **1410 MFP, 1352 info print, 1145 info print 1454 info print** etc. Along with **configuration** of printer settings including, **fax, email, IP address, sub mask, gateway and printer drivers.**  Setting up test prints for clients and checking against QC protocols  - - - - - - - - - - - - - - - - - - - - - -- - - - - - - - - - - - - - - - - - - - - - - - -- - -- - - - -  **IT Rollout Engineer, Ist Line Support – Temporary Contract**  **Responsible** for providing **service and support** **for Windows XP Rollout projects including build, installation, repair, maintenance, diagnosis, fault finding** and along with working as **part of a team** of Engineers on **PC/Workstation** **deployment** as part of a major desktop refresh**. Compaq, Dell and HP products, desktops, laptops and notebooks**  Also familiarising users on Windows XP and providing assistance on **Microsoft Packages, Microsoft Office, Outlook 2003** and company software.  - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -  **IT Technician – Temporary contract**  Responsible for **managing routine operational procedures** of the IT department. Main responsibilities included **developing and maintaining the Talanton commercial website**, providing **first and second line support to end user clients, diagnosing and repairing operational system errors.** In addition, provided extensive teaching and training support to clients studying subjects such as **ECDL** and **A+** as well as **Registering, Administering** and **Delivering exams** that take place on site.  - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -  **Rollout Engineer – contract**  Responsible **for unboxing new** computer systems and checking against **QC protocol**. **Providing preventative maintenance and professional services** on **Terminals, PC's and Printers**. Also providing **Hardware maintenance support, installations, disconnections** and preventative schedules as appropriate.  And Properly managing and recording all spares and returns.  **European Computer Driving License [ECDL]**  **Subjects Studied**  1. Concepts of Information Technology (IT)  2. Using the Computer and Managing Files  3. Word Processing 4. Spreadsheets  5. Database  6. Presentation  7. Information and Communication  Unit E  A + CompTIA  MCSE, MCSA awaiting completion  **NVQ Level 2**  Installation of Hardware and Maintenance of Software  **Subjects Studied:**  How to assemble and disassemble a computer, Fresh Installation, Installation of hardware and upgrading, How to format a hard drive, Installation of software and how to achieve maxim performance.    **SVQ Level 2**  Business Administration  **Subjects Studied:**  Economics of the Market, introduction to legal Rights, introduction to the nature of Business.  **G.C.S.E’s** gained in Chemistry, Physics, History, English and Information Technology  **Intellectual ability:**  I have the desire and ability to learn: I am able to comprehend complex information and data. After efficient assimilation and interpretation of information, I am able to arrive at balanced arguments and credible conclusions.  **Interpersonal skills:**  I have the capacity to communicate (in both oral and written form) effectively with a wide variety of people at all levels. I am able to build and maintain a professional rapport with others and adapt easily to new situations and new people. Within a team, I am able to exchange ideas and opinions confidently and articulately  **Personal organisational skills:**  I am able to plan, organise and prioritise tasks effectively in order to consistently meet dead lines. I have maturity to manage time and resources and to maintain a balanced and coherent thought process under pressure.  **Language Skills**  I am able to communicate in a number of different languages including English and Urdu I am also able to understand and comprehend Punjabi along with Arabic briefly as I am a beginner to the Arabic language.  Available upon request. |