**Saqib Zubair**

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**PERSONAL PROFILE**

I am hard working and energetic individual with the ability to work in a demanding environment. Studied Computer Science at Manchester Met University. A good listener and can follow instructions clearly and precisely. A dedicated worker, problem solver, motivated to achieve the goals set. Have the skill of using computers. Have the willingness to learn new skills and knowledge in a quick and efficient manner. Can adapt to a changing environment and would be able to contribute positively to a fast-paced working atmosphere. Able to apply these skills in creative ways to solve everyday problems.

**SKILLS PROFILE**

* Extensive knowledge of Microsoft Office, use of internet and other popular programmes such as general IT skills
* Excellent communication skills which have developed throughout personal life.
* Excellent at working with other in small number of groups
* Excellent attention to detail and ability to work on own initiative.
* Excellent customer service, confident manner and ability to build good working relations with others
* I’ve knowledge of Programming skills from Computer Science e.g. Java, C# - Visual studio programming
* Great understanding of Oracle Database – SQL Developer
* Proficient in Microsoft and Mac Platforms
  + Good use of Microsoft Visual basic, Adobe Dreamweaver, Adobe Photoshop, eclipse (Java) and Oracle SQL Developer

**Leadership & Organisation:** I have shown outstanding leadership skills during my time at work and studies. There have been tasks set out in University which required me being in a team and took on the responsibility of being the leader while acknowledging ideas from the team and managing to complete tasks on tight deadlines.

**Communications:** As systems support, communication with the customers was always the main priority. On daily basis this can be via email, by phone and even face to face which is important to communicate positively.

**Problem Solver:**  As a Systems support, investigating and problem solving is part of my daily role. I look into application errors/problems and try to have them resolved as soon as possible.

**Team Working:**  I more often work in a small team in order to complete the task given. This also helps me get the work done to a better standard as I have others in group giving me improvements and suggestions. I also try to help others as much as possible where I feel I can contribute and help them.

**Confident and Helpful:** I am always willing to help and offer advice to others where I feel I can give my suggestions and opinions. Helping others to meet their needs is something I try to do as best as possible.

**Computer Skills:** Systems such as Mac and windows, I am very familiar with as I use them daily at home and work. I am capable of using various software effectively and including; HTML, Microsoft office, Photoshop, Dreamweaver, Databases (MySQL)

**Software:** I have spent a great deal of my life using computers and technology in particular Microsoft products but also very familiar with Android and iOS-based devices.

**PREVIOUS EMPLOYMENT/WORK EXPERIENCE**

May 2019 - September 2019

**Senior Field Systems Analyst – Aramark LTD**

As well as my previous role, Field Systems Support, I am responsible for:  
- Providing 1st Line Support for any iPOS queries/incidents  
- Mobilising new Sites/Components  
- Purchasing software and hardware assets through external suppliers in accordance to Aramark's procurement policy  
- Ordering new landline/broadband lines to any given sites  
- Providing appropriate level of access to staff on all Aramark Systems  
- Arranging collections of hardware kits and determining whether to dispose or stock  
- Allocating costs to relevant sites/components on monthly reports before handing over to Finance Department

September 2017 – May 2019

**Fields Systems Support – Aramark LTD**

- Supporting 1st Line Helpdesk

- Supporting Aramark’s Bespoke Applications

- Providing Diagnostic information to incident analyst

- Prioritising work to meet strict SLAs

- Responding to email/Phone and logged tickets.

- Applying Administrator access – Active Directory/Exchange management, Applications etc.

October 2015 - December 2015

**Mail Sorter - Manchester Mail Centre: Royal Mail**

- Prepare incoming & Outgoing mail for distribution

- Examine, sort and route mail

- Keep records of shipment, pouches and Sacks.

- Moving trolleys to and from vehicles/vans

**EDUCATION AND QUALIFICATIONS**

September 2014 – July 2018

**Manchester Met University – All Saints Campus**

BSc (Hons) Computer Science – Result: 2:2

Degree Modules Include:

*Year 1 Modules:* – Passed

* Programming (Java)
* Information systems (MySQL, SQL Developer, Visual Paradigm)
* Web and Multimedia Development (HTML, PHP, Photoshop)
* Computing Fundamentals (Logic gates, Maths)

*Year 2 Modules:* - Passed

information & Database Development (MySQL, SQL Developer, Visual Paradigm)

Networks and Operating Systems (Linux, Networks, routers, IP address)

Algorithms and Data structure (C#)

Professional Development (Marketing role)

*Year 3 Modules:* - Passed

* Data Engineering (Data Mining)
* Software Architectures (Smalltalk, Ruby, JavaScript, Clojure, Haskell)
* Human Computer Interaction (HCI)
* Project

**Interests & Hobbies**

* Console gamer – PS4
* Football – playing and watching (Manchester United Fan)
* Tech – Always like to see what companies such as Apple, Samsung and Sony will be offering e.g. iPhone, Playstation.