**DANIEL ALI PARVEEZ**

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Holder of a full and clean driving licence

# PROFILE

A hardworking and committed ICT student hoping to gain valuable experience within the computing industry, also a reliable and strong minded individual who has a major impact on influencing and motivating colleagues into achieving their targets. By possessing delicate communication skills in the past has proven to be very treasured and appreciated by my colleagues.

# EDUCATION AND QUALIFICATIONS

**University of Bradford** 2014 – 2017

**BSc (Hons) Information Communications Technology Achieved: 2.1 (Average = 67%)**

*Final Year Project (Graded 64%)*

Students were required to complete a Final Year Project to implement the skills and knowledge or take this opportunity to enhance their knowledge. I chose to create ‘Mobile Application for Computer Science Induction’ – The purpose of the project was to construct an iOS application for undergraduate university students that will enable them to use resources provided in the application. The programming languages used to develop the application are XCode, Swift, Objective-C and Firebase. The application includes innovative features such as messaging.

**Relevant Modules (3rd Year) - Average 66%**

Cyber Security 60% Design for Mobile Content 67%

Large Scale Data Driven Applications 65%Multimedia Application Development 78%

**Relevant Modules (2nd Year) -Average 62%**

ICT Group Project 62% Business Electronic 62%

System Admin 66% SQL: Programming and Administration 67%

Information Systems Analysis and Design 53%

**Relevant Modules (1st Year) -Average 58.8%**

Developing Professional Skills 52% Relational Databases 63.0%

People, Work & Organisations 69.0% Introduction to Software Development 68.3%

**Grange Technology College, Bradford 2007-2014**

GCE A Levels: ICT (D) Business (Distinction/Distinction/Distinction)

GCSEs: 9 subjects (2Bs, 3Cs) including Mathematics, English and ICT

# TECHNICAL AND IT/COMPUTING SKILLS

* Enjoy using HTML5, CSS3, Java, PHP, SQL, jQuery, Visual Basic, .NET, C#, C++, Python, JavaScript and Microsoft Access. Reasonable understanding of NetBeans and Linux
* Have the ability to programme using various programming languages and have a deep understanding of the programming world.
* Have a great understanding of database systems and the background, including the functionality and the importance of an efficient database management system.
* Application Development – A great understating of iOS application development (Xcode, Swift, Objective-C, Firebase)
* Database – Able to integrate websites/applications to real-time or relational databases using SQL or Firebase
* Software – Skilled in all Microsoft Office, Active Directory, Exchange Servers

# EMPLOYMENT AND WORK EXPERIENCE

**Embed Health (Service Desk Analyst ), Bradford April 2019- Current**

* Work on the IT Service Desk, taking calls by telephone, email, & self-service
* Provide a good level of technical support to all our customers, irrespective of location
* Provide first assessment of calls, and an accurate level of technical troubleshooting, maintain high levels of first line fix whenever possible
* Liaise with 3rd line Support Groups and Service Providers to co-ordinate service restoration
* Record, prioritise, triage, troubleshoot, monitor and accurately assign tickets to other technical support teams when necessary
* Perform various technical tasks, i.e. AD Updates, Software Deployment and remote support within a hybrid VDI, Desktop environment, Provide admin support for VMWare
* Escalate issues and alert Service Desk Team Leaders when applicable
* Be aware of service and quality level targets, assist in meeting them
* Contribute towards the KnowledgeBase to create, evaluate and maintain speedy customer resolution to common issues
* Ensure ownership is taken for all customer requests, accurately manage requests and actively communicate with the customer
* Ensure, under guidance from Team Leaders, that adequate cover is maintained for all IT support services and tasks during supported hours

**NG Bailey Group Ltd (Service Desk Analyst – Contract), Leeds February 2019 – March 2019**

* Respond to phone calls and emails from staff regarding IT issues and queries.
* Ensure that requests for assistance are logged, assigned and responded to in accordance with agreed service levels.
* Ensure that documentation of the supported systems and software is available and in an appropriate form for those receiving calls.
* Respond to escalated, complex and high impact user calls in a timely and professional manner.
* Achieve and maintain excellent customer service relationships, both internal and external.
* Maintain the highest levels of confidentiality in all aspects of employment and work undertaken and ensure all relevant ICT Policies are adhered to in working practices.
* Involvement in IT Projects from request for change (RFC) through to implementation and review, to support the continued availability, effectiveness and safety of business systems.
* Carry out routine configuration, installation & re-configuration of hardware & software, and deploy configured equipment to end users in line with order requests.
* Provide out-of-hours cover to the VIP services on a rota basis.

**Hermes (Service Desk Analyst – Contract), Leeds November 2018 – January 2019**

* Provide first line logging, diagnosis and resolution of incidents and service requests that enter the service desk via phone call, email or self-service portal to ensure a high level of customer service is delivered
* Own tickets and provide functional escalation to Ricoh, Hermes and 3rd party supplier resolver groups so that service level agreements can be met on a monthly basis
* Provide end to end incident and service request management to ensure customers are kept updated on the progress of their tickets
* Classification and prioritisation of calls in-line with Incident and Service Request Management processes to allow for trending and reporting to drive management information to improve the service Ricoh offer
* Work in conjunction to company policies, procedures and standards so that behaviours and working practices are in line with the Ricoh and Hermes way
* Maintain understanding of applicable technologies in use by Hermes to contribute to a higher level of first time fix rates
* Proactively update knowledge articles so that the service desk can deliver a standardised and repeatable service to customers
* Engage in “shift left” activities with technical teams to allow more incidents to be resolved at first line cutting down disruption to users and enhancing customer satisfaction
* Maintain and manage new client set up and configuration within the Client Database for all Hermes Parcel Manager services
* Assign tickets to the relevant ICAM queues
* To monitor and triage client issues reported within the  team, to manage and communicate updates internally as required and action as directed by ICAM
* Approach change in a positive and creative manner to maximise the quality of delivery to clients
* Develop and maintain strong relationships with the ICAM team
* Gain an understanding of our clients, their service offerings and integration methods
* Active Directory, Windows 7/10, Office 365, Exchange

**Emis Health (Support Analyst – Contract), Leeds April 2018 – May 2018**

* Handle customer contacts in a professional manner using effective communication skills
* Diagnose generally related customer problems using process and procedural knowledge gained via specialised training, supported by an internal knowledge base
* Problem solve reoccurring customer issues which cover varied scenarios that require judgement and decision making based on the consultant’s expertise and knowledge
* Have a basic theoretical understanding of both how EMIS systems work and how they interface with other systems, services and partner products
* Understand, influence and reason with users by employing technical knowledge and rational arguments to encourage action and acceptance
* Occasionally coordinate the response to customers with other business functions throughout the company
* Raise, prioritise and maintain accurate up to date customer records on the internal incident tool
* Work to pre-defined KPI targets ensuring the team meets all Service Level Agreements (SLAs)
* Identify and escalate clinical safety and information governance incidents appropriately
* Other tasks that may be deemed appropriate

**Lloyds Banking Group (First Line Support Analyst - Contract), Leeds Oct 2017 – April 2018**

* Troubleshoot desktop and system problems, diagnose and solve hardware/software Incidents/problems
* Incident and problem management
* Provide exceptional Service support to the business
* Provide solution(s)/work around(s) to incidents and Problems
* Contribute to polices, processes and procedures
* Install, maintain and support new applications
* Work to SLA thresholds for incident(s), request(s) and problem(s)
* Prioritising and managing several open cases and mini projects at one time
* Trend Analysis and Problem management
* Establishing a good working relationship with the business and 3rd party’s
* Supporting Windows 7 and Supporting applications such as Citrix, Office 365, Scottish Widows, Mainframes

# ADDITIONAL SKILLS

**Communication**

* Gained a lot of experience in completing assignments in a professional style for educational purposes. Able to talk in a professional, polite and well-respected manner.

**Team Work**

* Can work as a team and able to complete tasks individually when requested; able to listen very well to other group members
* Can manage time effectively and able to prioritise set certain targets

**Analytical and Problem Solving**

* Have the ability to examine a problem in detail and be able to identify key elements, strengths and weaknesses and use these to make recommendations or to solve problems.

**Planning and organising**

* Planning and organising is a key strength I have gained through my experience in University and Work, the use of Gantt Charts to prioritise workloads has proven to be beneficial as tasks have been completed on time, as well as planning for the worst to overcome any issues.

# LEISURE INTERESTS

* During my spare time, I enjoy socialising with my friends and family, I enjoy taking part in playing regular 5-a-side football and playing snooker with friends.
* In addition to this, I enjoy a number of physical activities, I also enjoy enhancing my IT skills in my spare time is something I am passionate.

# REFEREES

Contact details of two referees will be available upon request.