**Curriculum Vitae**

**Muhammad Danish Aqeel**

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| **Contact Information & Personal information:** |

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West Yorkshire

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England.

Driving Licence – Full UK

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| **Personal Profile:** |

I am a 1st/2nd Line Desktop Support Engineer with Desktop Deployment Experience. My expertise includes, VMware 3.5, Citrix XenApp5, Exchange, Blackberry Enterprise Server trouble shooting and solving daily problems within incident, change and problem management to agreed SLAs. Support encompassing all desktop support, project support, field engineer, rollout support, server support, Active Directory, Exchange Migration support, ISO 9001 documentation, LANDesk, SCCM, SCCM 2012R software rollouts, VOIP Phone configuration and hardware deployments. Experience in hardware builds, server migrations, patching, configuration and maintenance. Administration and configuration of Windows NT, 2000, 2003, 2008 and 2012 Server R2, XP, Vista, Windows 7. I am a highly motivated and keen individual; I enjoy dealing with people and carry strong skills in communication. I believe in hard work and am flexible in working in all environments. I am a people’s person and enjoy working in a team as well as on my own. I deal with workload pressures positively and carry a constructive approach towards learning from experience. I believe in being enthusiastic and positive. My motto in life is that commitment and determination in life leads to ultimate success.

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| **Professional Experience:** |

**HSBC Bank (Contract with Computacenter)**

**IT Support Desktop Support (2nd & 3rd line)**

**Sep 2016 - Till Present**

* Maintain Citrix XenApp5 server
* Maintain Blackberry BEZ (Blackberry Manager 4.0)
* Desktop Support, Laptop, Blackberry, Samsung, iPhone, Ipad
* Ascom (phones , Access points) support/Configuration
* VPN support RSA
* SQL Application Support Supporting
* Oracle applications Application Support
* TCP/IP Switching , Routing
* LAN / WAN Support
* Deal with new and existing customer support tickets via Phone and E-Mail via remotes access tools and on site desktop Support
* Liaise with vendors and other members of the technical department to find solutions to tickets.
* Understanding customer needs and requirements.
* Configuration and support of products.
* To ensure the data network maintains a 99.99% uptime.
* Dealing with customer calls, emails and tickets to resolving the networks issues according to the defined priorities and SLAs.
* Troubleshooting Network IP Routing, sub-netting, LAN/WAN & TCP/IP operations.
* TCP/IP troubleshooting, reading and understanding packet captures with tools like Sniffer.

**Morrison’s Head Office (Contract with Computacenter)**

**IT Desktop Support (2nd line )**

**Mar 2016 - Sep 2016**

* Maintain Citrix and Client accounts server
* Maintain Blackberry BEZ (Blackberry Manager 4.0)
* Desktop Support, Laptop, Blackberry, Samsung, iPhone, Ipad
* Ascom (phones , Access points) support/Configuration
* IBM mainframe support
* Supporting Oracle applications
* TCP/IP Switching , Routing
* LAN / WAN Support
* Deal with new and existing customer support tickets via Phone and E-Mail.
* Liaise with vendors and other members of the technical department to find solutions to tickets.
* Understanding customer needs and requirements.
* Configuration and support of products.
* To ensure the data network maintains a 99.99% uptime.
* Dealing with customer calls, emails and tickets to resolving the networks issues according to the defined priorities and SLAs.
* Troubleshooting Network IP Routing, sub-netting, LAN/WAN & TCP/IP operations.
* TCP/IP troubleshooting, reading and understanding packet captures with tools like Sniffer.

*Tools: - SCCM 2012 R2, LANDesk* Citrix XenApp5 server*,* Blackberry Manager 4.0, *ITIL, sniffer, , Cisco Works, Wireshark, GNS3, HP service Manager, ITSM, IP Scanner, Network node manager, , Sophos Safe guard*

**Addleshaw Goddard**

**IT Service Desk Analyst (Desktop Support)**

**Dec 2015 - Mar 2016**

* VPN support (2200 users ) / RSA
* Desktop Support, Laptop, Blackberry, Windows phone, Ipad
* FileSite Support
* Support Case Management Software
* TCP/IP Switching , Routing
* Support 0ffice 2003 and Office 2010
* Deal with new and existing customer support tickets via Phone and E-Mail.
* Liaise with vendors and other members of the technical department to find solutions to tickets.
* Understanding customer needs and requirements.
* Configuration and support of products.
* To ensure the data network maintains a 99.99% uptime.
* Dealing with customer calls, emails and tickets to resolving the networks issues according to the defined priorities and SLAs.
* Troubleshooting Network IP Routing, sub-netting, LAN/WAN & TCP/IP operations.
* TCP/IP troubleshooting, reading and understanding packet captures with tools like Sniffer.

*Tools: - ITIL, sniffer, SCCM, iManage, Filesite, RSA, PointProof , HP service Manager, IP Scanner, Network node manager, Wave Safe guard*

**Morrison’s Head Office**

**IT Service desk Analyst (Desktop Support & Second Line)**

**Jun 2015 - Dec 2015**

* VPN support (4000 users ) / Juniper Client
* Desktop Support
* Ascom (phones , Access points) support/Configuration
* IBM mainframe support
* Supporting Oracle applications
* Windows 7, Windows XP,
* Server 2012, Exchange server
* LAN / WAN Support
* Maintaining Switches & Routers
* Deal with new and existing customer support tickets via Phone and E-Mail.
* Liaise with vendors and other members of the technical department to find solutions to tickets.
* Understanding customer needs and requirements.
* Configuration and support of products.
* To ensure the data network maintains a 99.99% uptime.
* Dealing with customer calls, emails and tickets to resolving the networks issues according to the defined priorities and SLAs.

*Tools: - ITIL, sniffer, BMC Netcool, Cisco Works, Wireshark, GNS3, HP service Manager, IP Scanner, Network node manager, LANDesk , Sophos Safe guard*

# ECHO TECH (also known as ByBox)

**Sep 2011 – March 2015 As CONTRACTOR**

**Role: Deployment Specialist and 1st and 2nd line Computer Engineer**

Our organisation specialises in external IT contracts, which requires working on multiple contracts at any given time.

* VBScript & Powershells for Project documentation and scripting.
* Experience in Ubuntu, Unix and Linux in a professional and Private setting over many years.
* Responsible for providing 1st and 2nd line support maintenance and installation.  
  •Install, manage and rollout of Windows XP and Windows 7.  
  •Deploy and configure EPO/Norton/Symantec/MacAfee Anti virus software onto desktops.  
  •Connect all systems to domain and configure user accounts.  
  •Set up of network printers for users.  
  •Remotely support clients PC/Laptop using Windows Net meeting and Remote Desktop.  
  •Configure Microsoft Outlook settings to Exchange server.  
  •Provide user training and helpdesk support on site or over the phone.  
  •Set up backups and restores when necessary
* Existing clients include: HP, FCC Environment, Phoenix IT, Computa Centre, Lloyds TSB, HBOS. DWP,O2 (Telefonica).
* Hardware and software replacement.
* Software/hardware installation
* Network support and configuration
* IT infrastructure and training support.
* Remote support
* Face to face client consultancy

# Comet - Service Center (On Call).

**June 2010 – Sep 2011**

**Role: Computer Engineer. Hardware**

* Assisted the hardware engineer.
* Diagnosis the all software and hardware fault in laptop, Desk top, Printer and All in one computer,
* Repaired all hardware and software issue.
* Perform duties of hardware test components.
* Contact to customer about system problem
* Responsible for installing software and setups.
* Do additional task and duties.

# Zahbro Computers Ltd

# Aug 2009 – June 2010 (part time followed by full time employment)

**Role: Computer Technician**

* Manage a team of 13 PC techs, in-house and remote contractors.
* Facilitate on-site consulting training for PC techs.
* Install, repair, maintain, and upgrade desktop and laptop computers as well as

Printer.

* Publish a monthly newsletter providing helpful on-site tips for remote PC techs.

# UNITED MARKETING LTD UK

# Feb 2007 – Aug 2009 (part time)

# Role: Sales Manger

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* Responsible for the management of a team of 20 on a day to day running of the business which included weekly production targets, customer service and special promotions.
* Active role in the marketing off the products and identifying new sales channels and markets to maximise sales
* Resource planning to ensure the correct number of staff were available to maximise production and deliver optimum service especially during busy periods
* Recruitment, training and ongoing development of new and existing staff

Production of Management information for the senior managers to allow them to make informed decisions to drive the business forward

Liaised with Area and Regional Managers to ensure sales targets and customer service targets were achieved

**ANOVO UK Ltd.**

**May 2006 – Feb 2007**

**Role: Project Manager.**

* Lead the Project team with Management strategies and implementations of different techniques that embody the vision and mission of the company.
* Responsible for all management and personnel matters of web department including guiding, coaching developing technical writers, graphic designers, e-commerce specialists, web developers and system engineers.
* Purchasing IT services,
* MI Reporting and planning
* Recruit, train, develop and retain staff
* Primary contact and representative for the company at local, National and International levels

**YORKSHIRE COLLEGE BRADFORD UK**

**Mar 2005 – May 2006, Part time employment**

**Role: Junior Database Administrator**

Managed the design, development and implementation of in-house developed software for the college which including:-

Inventory control

Management system,

Property management and booking system,

Payroll system

Student system

Managed training and development for junior database administrators

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| **Systems and Tool:** |

Proficient in the use of following software and Languages:-

LANDesk

SCCM 2012 R2

Windows Office – Word, Excel, PowerPoint, Access, Project

Windows Server 2000,2008,2012, Exchange Server

Ubunto

Windows mini

ADOBE Tools

Firework

Dreamweaver

CoralDraw

CAD

Understanding JAVA, C++ and VB.NET languages

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| **Qualification Summary:** |

### University of Gloucestershire UK 2009-2010

### MSc Computing with IT Management. (Thesis: Business Intelligence Software)

Modules studied: Strategic Information Systems, E-Business, International Business Strategy, Global Supply Chain Management, Best Practice Management, Business Simulation, and Project Management

### Leeds Professional College UK (NCC Education) 2008-2009

**Postgraduate Diploma in Strategic Business Information Technology**.

Modules studied :Project Management, Business statistic, Computer Networking and

Business Analysis

### Yorkshire College Bradford UK 2003-2005

### BTEC (HND)

Business management

**Al-Khair University (AJK) 2000-2002**

**Bachelor of Information Technology.**

**(Further reference contacts can be provided on request)**