**Ryan Abbasi**

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**Personal profile**

I am a friendly, reliable and hardworking young IT professional with experience of providing technical support in fast paced environments to over 17,000 users across Northern Europe. I am always punctual, well-presented and is keen to learn and develop different skills. I am confident, energetic and self-motivated. I have developed these skills through my work experience and also through my own initiative at home. Whilst working in my current role I have gained experience providing efficient support to high priority government sites for the ministry of defence which include, her majesty’s prisons, Royal air force bases, military bases and Naval bases.

**Education**

2012-2017 – Buttershaw Business Enterprise College (11 GCSE’s)

2017-2018 - Bradford College (level 3 Extended Diploma)

2018-2019 – Firebrand Training (Degree level Apprenticeship)

**Training courses attended:**

CompTIA Network+ (Residential training)

FCPA, UK bribery act and anti-corruption laws (Aramark Online training)

Employee engagement fundamentals (Aramark Online Training)

**College education**

(level 3) Extended Diploma IT Networking and Systems Support

**Work experience**

**Aramark LTD- June 2019 – present**

Technical IT Support Analyst

-Providing 1st and 2nd line support to over 17,000 users across Northern Europe

-Reporting and working closely with the IT Desktop Services manager to provide efficient support

-Responding to technical requests on the phone, in person and remotely for windows-based end points

-Administrating Windows user accounts within Active directory

-Working inside Symantec Endpoint Protection Manager to push patches and updates to users

-Utilising SCCM for OS deployment for the Windows 10 roll out/implementation project

-Configuring network infrastructure hardware

-Working closely with both hardware and software suppliers to resolve operational issues

-Installation of computer hardware and peripherals for users within the office

-Assigning appropriate licenses to users within Office 365 Admin centre

-Administrate the role out of new software and updates

**Sun Branding Solutions- October 2018 – March 2019**

Level 4 Network Engineer Apprentice

-Supporting users on both Apple Mac and Windows operating systems

-Working inside Active Directory, managing users accounts and group policies

-Diagnosis of desktop, application, networking and infrastructure issues

-Configuring of shared mailboxes and distribution lists inside MS Exchange server

-Managing and creating Email accounts in Office 365 Admin Centre

-Providing 1st/2nd line support to users

-Administering the IT department’s policies and procedures

-Maintaining a log of all problems detected and system back ups

-Responsible for maintaining backups of all artwork within Linux servers

-Installing and maintaining firewalls on Cisco Meraki

-Managing of Symantec Cloud technologies eg. Web filtering and email filtering

**GCSE subjects studied:**ICT - A

IT Applications – A\*

English Literature - B  
English Language – B

Mathematics - B  
Additional science - B

Religious studies – B

Geography - C  
Core science - Grade C

Business studies - Merit

Modern foreign languages (Spanish) - Grade C

**Skills and attributes**

-Troubleshooting hardware and network issues

-Resolving issues around Office 365 and Active Directory

-Utilising technical training to resolve concerns related to software functionality

-Providing efficient support to users in person, over the phone and through remote desktop software

-Working independently as well as in a team-oriented environment

-Translating complex IT issues to non-technical staff or suppliers

-Advanced knowledge of Office 365 applications

-Attended CompTIA Network+ residential training course to enhance knowledge of network fundamentals

**Hobbies and interests**

Outside of work I like to socialize with friends, build computers and play computer games with friends. IT and technology as a whole are a big hobby of mine and I keep myself updated on new and upcoming technologies.

**References are available upon request**