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| **Fehzan Alam** | **Location:** Bradford |
| IT Service Desk Analyst | **Mobile**: 07542465031 |
|  | **E-mail:** [fizzy08@hotmail.com](mailto:fizzy08@hotmail.com) |
| **Personal Profile** | |

An experienced IT Service Desk Analyst who is hardworking, motivated and able to carry out tasks with accuracy and efficiency. Having a good understanding of the Service Desk environment I am now looking to broaden my skills. Personally I am supportive of continuous improvement for self-development and that of any business or organisation.Having years of IT experience, I am now looking to widen my range of skills and develop in a new role.

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| **Skills** |

* Hard working & Motivated
* Confident
* Very Punctual
* Excellent communication skills
* Ability to work under pressure
* Excellent problem solver
* Ability to work in a team as well as individually
* Develop a rapport with customers and colleagues

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| **Education** |

* 5+ GCSE at C or above
* Extended Diploma inIT System Support
* HND in Computing and Systems Development
* BSc (Degree) in Computing

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| **Previous Employment** |

**The Health Informatics Service (NHS Calderdale & Huddersfield Foundation Trust)**

**Service Desk Analyst**

**February 2017 – Present**

* Working in an ITIL environment answering incoming calls from over 30,000 staff within the NHS
* Fixing a wide range of IT issues and providing advice and support
* Working on a Service Management Tool – Remedy to log, update and close tickets
* 1st Line fixes ranging from Password Resets to Major System Outages
* Installing Software and Printers
* Troubleshooting a range of Hardware and Software issues
* Escalating calls to 2nd line or management where necessary
* Updating the knowledge base with new information and fixes
* Adhering to SLA’s and working to meet Service Desk targets
* Assisting new starters with training and support
* Working with Microsoft Office 2010, Windows 7/10, Active Directory, Cisco AnyConnect and more
* Provide excellent customer service in a professional manner and helping with the work load within the team

**Harrogate District & Foundation Trust**

**IT Service Desk Analyst**

**August 2015 - February 2017**

* Working in 1st line support answering calls from NHS Staff
* Installing software and printers
* Troubleshooting a range of Hardware and Software issues
* Escalating calls to 2nd line or management where necessary
* Adhering to SLA’s and working to meet Service Desk targets
* Working with Microsoft Office 2010 and Windows 7
* Provide excellent customer service in a professional manner and helping with the work load within the team

**Santander**

**Mailroom Assistant**

**Feb 2015 – May 2015**

* Scanning and creating batches of large volumes of documents
* Data entry into computers systems – attention to detail was key
* Dealing with complaint documentation and queries

**Next (July 2014 – September 2014) – Warehouse Operative**

**Fox’s Biscuits (June 2013 – September 2013) – Warehouse Operative**

**Royal Mail (Nov 2012 – Dec 2012) – Mail Sorter**

**Safestyle (July 2010 – August 2010) – Sales Representative**

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| **Personal Interests** |

Since a very young age I have had a firm interest in computers and in my spare time I always try to advance my computer skills by learning new techniques. I enjoy the more practical activity with computing such as the technician role. I am also very interested in football and have played for a local football team in Bradford and I have also taken part in various football tournaments.

*References are available on request*