**Mohammad Uzaifa (date of birth: 29/08/2000)**

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Address: Flat 1 Byron Halls, BD3 0AR, Bradford.

**PERSONAL STATEMENT:**

As a highly motivated and passionate individual I’d like to apply for the IT Technician. I enjoy working with people around me and I always aim to provide good customer service in a professional and efficient manner. I would like this job due to the fact that I feel confident with my current skill set and I know I am able to get the job done in an efficient manner and learn on the job while upholding the standards and values of the workplace. I have relevant IT qualifications and I am confident that I am able to provide first and second line IT support, however I would like to improve and develop my current skills.

**WORK EXPERIENCE:**

**June 2019 – Present**

**First line & Second line support Analyst Lloyds Banking Group via Blue Arrow**

I currently work for Lloyds as a help desk analyst while at the workplace I am learning a lot of different skills some of them being things like learning the internal system of Lloyds. I am also learning how to reset outlook profiles and I am learning how to provide the best customer service when talking to a customer, from supporting WIN 7 laptops and computers furthermore we also support Samsung galaxy A40, S8, J5 and blackberry classics, we can see whether the user has correct groups in active directory and see if they have access to them certain things.

* Installing and configuring computer software
* Remote in to laptop and desktop to see the fault and resolving the issue
* Monitoring and maintaining tickets that have been assigned to me
* Responding in a timely manner to service issues and requests
* Providing technical support across the company
* Helping colleagues to log in to different systems
* Replacing equipment as necessary
* Full knowledge of service now and how to create a ticket
* Mix of first line and some second line support knowledge
* Providing assistance as required to the IT manager
* Providing assistance and support to colleagues in IT-related matters
* Ensuring that a high level of customer service and support is provided to all internal and external customers
* Completing internal user moves including phones
* Escalating IT issues to the IT manager where necessary

**Abbey Grange academy.**

**Start date**: 21/02/2018 to 21/02/2019

I started working for abbey grange academy as an IT technician apprentice, while at the workplace I have learnt a lot of different skills some of them being things like installing new computers and printers and also printing out student and staff cards. I also learnt how to fix broken pc’s and laptops furthermore I have basic knowledge of networking and how to install/configure new Access points around the school or workplace. I have a great passion for IT and how networking works and I would love to learn and up skill myself in these areas of IT. My day to day duties include:

* First and second line support for both staff and students at the school.
* Updating and building pcs and their build images.
* IT equipment maintenance and roll out of new hardware/software.
* Setting up printers and network switches.
* Managing group policies and users/computers on AD.

**MK Auto’s**

**Start date:** 20/3/ 2015 – September 2016

I worked for a family run car trading business, while at the workplace I learned many skills, some of them being things like diagnosing basic faults in a car, changing batteries, changing tires on a car and just general housekeeping on the cars. Due to school/college I wasn’t able to commit fully and help out in the business. I have a great passion for engineering, knowing how a machine works and the ingenuity behind machines.

**Work Address:** S4 7BB

**Interpal:**

I started working with Interpal since September 2017, during my time at Interpal I try to help out with housekeeping duties in the branch and to answer telephone quires and serve customers when they come into the branch to make a purchase.

**Address:** 922 Leeds Rd Bradford, West Yorkshire BD3 8EZ - **Telephone:** 01274 656985.

**EDUCATION:**

|  |  |
| --- | --- |
| **GCSES** | **achieved** |
| Mathematics | C |
| Functional Skills English level 2 | Pass |
| IT technician apprenticeship level 2 | Pass |
| Urdu | C |
| IT workskill level 1 diploma | P |
| IT users level 1 diploma | P |
| Btech sports level 2 | P |

**Hobbies:**

* Reading books.
* Drawing.
* Watching shows to do with engineering.
* Handmade craft.
* DIY jobs around the house.
* Building and maintaining pcs at home.