Bilaal Hussain

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Personal profile:

I am viewed as a flexible and friendly individual, with good communication and analytical skills. Not to mention the fact that I am a well-dressed, polite and organised and goal driven person, which I believe are critical for working/learning in any business. I appreciate all work and support from my colleagues. I never make anybody feel as though they are left out and can get along with all individuals. I understand my role in working environments whatever it may be and can adapt to it extraordinarily well. I know confidence is essential when dealing with sensitive and difficult issues. I am a hardworking, honest, organised person who is aiming to progress my career further in the technology industry. I am a reliable person and I always work to the best of my ability. Moreover, I am self-motivated and passionate about technology and I can work on my own and as part of group/ team. Thus, I feel that I would be a valuable asset to any prospective employer. Lastly I have recently been working as network infrastructure technician. I am a DofE Gold award holder.

Skills:

* Good analysis skills
* Good business skills
* Customer Service skills.
* Leadership skills
* I can work well when under pressure
* Friendly and helpful
* Excellent IT skills(VOIP, AD, Azure)
* Office 365
* Problem-solving skills.
* Network administration

Education/ qualifications:

Ligentia – QA apprentice – Network and infrastructure technician level 3 - 1year and 5 months

Samuel Lister Academy, Bradford - 2015

* A Levels: A Level Business (BC), Applied Science (A\*) and Computer Science (A\*)
* GCSEs: 11 Subjects A\* – C Including Mathematics and English

Additional Awards and qualifications I have taken:

Progression Module and ASDAN Level 2 & 3

Employment / work experience:

**Ligentia LTD Oct 2018 – Present**

**Leeds**

**IT Apprentice (network and infrastructure technician)**

* Provided 1st line support via the Service Desk, processing contacts from various routes including telephone, email and web which included offering advice to end users and customers on all areas of IT, troubleshooting and fulfilling requests ensuring desk standards are met. Through working as part of a team, in order to share knowledge and work together to increase performance standards.
* Actively troubleshooting to identify, assess, record, resolve and/or escalate incidents and service requests ensuring they are handled within the agreed time limit, within agreed processes and in a professional and customer sensitive manner.
* Help to implement and improve processes and procedures within the team allowing strong service focused deliverables. Demonstrated through projects such as VOIP, Laptop rollout, Microsoft inTune, adding FAQ to the helpdesk and other IT projects.
* Managing Active Directory, Group Policy and Server Technologies 2008R2, Server 2012 supporting Microsoft office and managing office 365.
* Delivering excellent customer service whilst being empathetic to a variety of new and experienced customers
* Effectively utilising information within the knowledge base to prevent unnecessary contacts being routed to the 2nd line support team
* Worked to expected service levels and contact handle times
* Supported the business in other related activities where reasonably required to do so
* Worked on the VMware and Hyper-V.

**Tesco Extra BRADFORD**

**Stock controller/ Team leader, Feb 2017 – Oct 2019**

* Cash Desk - Operating the till, and all related options such as refunds/returns, processing Cash & Card Sales, searching for an item. Including folding and bagging products.
* Fitting rooms- locating free fitting rooms and suggesting other products to go with the outfit they are considering to purchase
* Visual Merchandising- Restocking garments, ensuring that the products are correctly hanged/ folded on the folding tables & fixtures. Paying attention to detail.
* Handling customer complaints and requests effectively and appropriately
* Keeping the store floor clear and tidy.
* Following Health & Safety and Security procedures. As well as informing the supervisor of any issues with Store.
* Working hard as part of a team to ensure that the store ran effectively and attracting customers to purchase.
* Identifying potential shoplifters and alerted management.
* Refined a customer-focused shopping environment by greeting and responding to all customers in a friendly manner.

Shop Floor – interacting with and greeted customers, established customers' needs and help pick products that meet their needs. Generating sales through offering great customer service.

**Retail Sales Assistant**, **Nov 2015 – Jan 2016**

**Primark** – Leeds

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One week **Miss penny’s** work placement.

Duties included: assisting staff, pricing products, delivery sorting, greeting customers, general cleaning duties, helping customers out, learning how to work the till, staking shelves and assisting with shop layout.

**Nafees Bakers LTD** (work placement)

Office work (Invoices/ out voices and admin duties)

**Voluntary Work**

(KCB) **Kashmir Crown Bakeries** retail division.   
Job roles packaging and sales assistant and helping out in other sectors of the business. Worked from 5 Jul 2012 – 31 Oct 2012

**Nafees Bakers LTD**

Office work (Invoices/ out voices and admin duties) helping place orders and helping with the payroll slips. This is every Saturday started on 15th of June 2013 –ended April 2014

**Toller Youth Café**

At the youth club I work with Younger teenagers as a voluntary youth worker began doing this on the 5th of June 2013- finishing at the end of May 2014

**Brathay Trust**

Heaton woods I help out at the woods once a month, gardening, planting trees, cutting trees and grass.

Currently I go to the Brathay Trust once a week and I along with others plan and carryout voluntary work within Bradford. More information about this can be seen on my LinkedIn profile page.

Hobbies / interests:

I like to socialise with my friends and meet new people. I enjoy going out with my friends, we sometimes play football on the weekends. I love solving Mathematical problems and teaching others. I enjoy traveling in the UK and to other countries abroad. I enjoy camping outside. Furthermore, I love visiting historical places. Finally I love the following activities; Ghyll Scrambling, Canoeing and High ropes.

**References :**

Available upon request