**Mohammed Iqbal Khan**

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**Personal Profile**

A highly competent and enthusiastic service desk analyst with multiple years of experience in IT support/service desk support of monitoring and troubleshooting hardware/software issues for the colleagues at the highly renowned Lloyds Banking Group. A proven track record of providing excellent customer service and working part of successful teams both in customer service and IT support.

**Technical Skills**

* Knowledge of Windows XP, Vista, Windows 7, Windows 8, Windows 10 and Apple Mac OSX
* Understanding of Networks – DHCP, ACL, Firewalls, configuring routers and switches and cable maintenance
* Troubleshooting hardware and software issues
* Experience logging faults in Remedy, Axis and Service Now
* Experience of dealing with Office Printers, following you printers and MFD printers
* Experience using Remote desktop support and VPN
* Experience supporting IP telephony (Cisco phones & Avaya phones), blackberry, Apple and android phones and WiFi
* Experience in using and supporting Microsoft office 2003,Microsoft office 2007 and Microsoft office 2010, Microsoft office 2013, Microsoft Infopath, Microsoft SharePoint and Microsoft Office 365
* Experience in supporting Microsoft Outlook 2003, Outlook 2007 and Outlook 2010
* Experience of working with Windows Server 2003 and Windows 2008 R2 alongside Active Directory
* Experience supporting Citrix and VMware
* Studied CompTIA A+, CompTIA N+ and CCENT (Cisco Certified Entry Networking Technician) syllabus

**Work History**

**Lloyds Banking Group, Pudsey February 2015 - Present**

**Service Desk Analyst (Contractor)**

* Providing IT support to all employee’s (including onshore and offshore users) under the LBG and TSB brands including Halifax and Bank of Scotland via telephone or faults logs or office communicator chat
* Troubleshooting IT faults such as hardware issues such as machine breakdowns or software that no longer functions correctly using existing knowledge based articles
* Applying first time fixes to solution and that allow faults are meet within the service level agreement of 16 business hours and escalating incidents/problems to stage 1 and stage 2 when SLA is breached
* Communicating with the users to understand the current predicament they are in and provide an IT solution to their problem for example if a colleague is unable to access an application, checking their access groups and comparing them with an individual who has the said access and then provide the necessary advise
* Logging faults for solving area’s who are applying fixes to servers, applications and processes and assigning them relevant solving area based on the IT structure at LBG
* Providing password reset for users who have fulfilled the SOX requirement
* Maintenance of faults queue including troubleshooting remotely or communicating instruction via email in between calls
* Chasing Order IT request and faults that have breached the SLA with a solving area.
* Providing Online Request Advice (OLRA) support that provides advice to user for possible non fault issues such as how to order hardware, software or requesting access to applications or platform and advising what solution to a possible problem that could occur.
* Creating/editing Knowledge base articles for the bank to aid fellow colleagues in troubleshooting
* Provide SME support to colleagues in aiding troubleshooting, searching for knowledge base articles, checking accounts for expiration and access rights in OIM (Oracle Identity Management) and resetting passwords for various Mainframes, MacAfee encryption and Windows
* Provide floor walking support which entails communicating directly with desk based colleague with aiding troubleshooting and offering both morale and technical support.

**Bangladeshi Community Association, Keighley April 2014 –September 2014**

**IT Facilitator (Contractor)**

* Running computer maintenance checks on all desktops and laptops including mobile phones.
* Overseeing a network of 10 desktop computers and 4 laptops along with a Web Server and Windows Server
* Running network maintenance checks so that the network runs perfectly for network users to perform their work related tasks
* Used Windows Active directory to manage the domain, grant permissions and set up new user accounts
* Researching and developing means of improving the efficiency of all IT within community centre
* Follow the standards set out by ITIL (Information Technology Infrastructure Library)
* Create documentation of all actions that occur and means of resolving the issues
* Logging, updating and resolving faults that have been sent by users via email or telephone
* Setting up I.T equipment for meetings, functions and classes held at BCA
* Setting up/managing accounts in active directory on Windows Server 2003
* Installing and adding printers to the network and performing repairs when needed
* Installing/updating/patching on software and operating systems when needed
* Performing checks on the exchange server and making sure it is updated
* Using Photoshop to produce posters for events and classes held at BCA
* Communicating actively with clients and providing assistance in resolving any issues that crop up
* Liaising/communicating with external vendors like IT suppliers about purchasing IT equipment, peripherals and consumables (Print cartridges) and contacting management about the purchase and providing reason as to why such a purchase will help the community centre in the long run
* Provide IT support out of office hours if there is a evening/weekend event that is occurring

**Other Previous Experience**

**MJA Language Academy, Ulsan, South Korea April 2013 –July2013**

**English Tutor**

**Education**

        BA Design For Computers Games 2:2 (Hons) **September 2008 – July 2011**  
University Of Bradford  
  
4 A levels (Double IT, Psychology, Government and Politics) **September 2006 – July 2008**  
Grange Technology College  
  
10 GCSE’s (including English and Maths) **September 2000 – July 2006**  
Grange Technology College

Throughout my career, all roles that I have undertaken have demanded a high standard of communication driven by a professional attitude, even whilst under pressure from the demands of the business or customers. I demonstrated a multitude of communicative abilities whilst at Lloyds Banking group where I have to be flexible and adaptable in my approach when engaging with colleagues and when giving complex computational support.

In my current role within Lloyds Banking group as a Service Desk Analyst, I provide support in resolving computational issues (resolving a technical fault) and educational support (advising how to use an IT system). Many colleagues within the bank are not recruited for their IT skills so in my role we often serve as their main points of contact in the realm of IT so many are dependent on our knowledge in aiding them and with that I have to cater to their needs and keep it simple.

One of the most common issues that I have occurred whilst working as Service Desk Analyst for colleagues is setting up remote access for working remotely and it normally involves setting up a pin number or connecting to the Wi-Fi at home or a company supplied mobile phone.

Dealing with such an issues I always keep it simple for the colleague so that they can remember what needs to done to deal with the issue using simple terms and mentioning icons in ways that the colleague can identify such pointing out the Wi-Fi icon in the system tray looks like a set of stairs which the colleague immediately recognizes and proceed to talk them through the process and compliment them as well when they have successfully got to the point of logging in.

In taking such an approach, it allows to show that my team are to aid and help when a situation arises and displays that we do put customers first even though they are colleagues, we are still there to provide a service to the user base.

I often take ownership of incidents if they have taken too long to resolve for example if a fix is inadequate or they is a communication problem between 2 teams for example Computacentre and BT are attempting to fix a line issue at one desk but the incident is bouncing back between 2 teams, I will gather the data and call the most recent team that interacted with the incident and learn more about the issue and find out what needs to be done and then write it up and push it to the other team. A lot of the time, the problem is lost in a wall of text and at times, all it takes is a simple write to get the ball rolling again and the fix is needed is applied.

I often keep a log of incidents that are what I call “wall resolutions” where the incident is resolved but the colleague won’t know its fixed until the following morning due to the colleague not being on the network or a contact might not get the message then I will either call the colleague, email them or message via OCS (if they have the access) to confirm its been fixed and advise them to get it tested or the next step needed to fix the issue. The reason for performing such a task is cut down on down time for the colleague as many of them are need to access system urgently or have deadlines to meet. This help cuts down the bureaucracy and inefficiency as those 2 can cost the bank money as many managers OFTEN point out it’s costing the bank money as they are many colleagues who are hired as contractors to perform a certain task for the bank and 16 hours can be an eternity for team member or a project lead.

I continuously set high standards of performance and have driven for success within myself and the organisations that I represent; proving to give everything to the demands of the job, including meeting daily and weekly targets, and being proactive in my development as I have set out a plan for my own personal development as I am currently studying the CCNA course as I wish to pursue a more technical skill role in my career as I have worked on the service desk for 2 and half years now and progressing at Lloyds seems to be a worthwhile thing to do at the moment and is what I am currently applying for the role of IT Support Analyst.

The skills that I have acquired in the Service Desk Analyst role I believe are transferable to working in IT Support Analyst for example needing prioritise and take ownership of tickets/incidents and also being able track them as well in my current role we work on a 16 business SLA so we need to be very proactive in our communication with the colleagues and indentify what needs to be done to get the colleague back up and running so they can do their own daily tasks as any down time is them not working (in some cases i.e windows account disabled), indentifying issues that the colleague has and being able to provided a fix, inform the colleague what is needed or task to a solving area to resolve and informing them what the issue is using provided templates if its needed.

In addition to my role as Service Desk Analyst, I also have the role as Campus SME which is an important role within the service desk as I provide remote support colleagues on the front line who are having difficulties searching for resolutions, confirming information, checking accounts for expiration dates on mainframe accounts and double checking windows accounts for access right by comparing colleague ID’s with that a colleague that has the existing access rights.

The role in itself is important as it provides morale support to colleagues who most often have the answer that they are looking for but need to have it confirmed as the service desk places a big importance on first time fixes and providing excellent customer service and the pressure of attempting to reach those goals can cast doubt on fellow colleagues on who generally are well in the know when providing support to those who call in.

In my role I always need keep up-to-date with knowledge and training as my fixes are made redundant by the solving are, a solving area might change name or process might even change for example recently the Citrix solving area no longer deals with Citrix issues and now it needs to be tasked to the Patch team. Keeping up to date is vital as one wrongly tasked incident or ticket can cause a delay or ifs it’s an incident that high severity incident it could have a higher impact.