

# MOHAMMED KHAN

## CONTACT



Manchester



07555419716



Mohammed.Khan2000@hotmail.com



<https://www.linkedin.com/in/mohammed-khan-578443195/>

## SKILLS

- Microsoft System Centre Configuration Manager (SCCM/MECM)
- Azure/On-Prem Active Directory (AD)
- vFire Core, ServiceNow, Zendesk (Support Ticket Systems)
- Technical proficiency in hardware, software, and network troubleshooting.
- Strong analytical and problem-solving skills with a focus on root cause analysis.
- C#, Java, HTML, PHP, CSS, JavaScript, and SQL
- Extensive knowledge of computer systems fundamentals
- Experience with Microsoft systems and IT infrastructure
- Ability to work effectively under pressure
- Quick learner and always eager to take on new challenges
- Ability to work independently and as part of a team in a fast-paced environment.
- Strong communication skills, both written and verbal, with a customer-focused approach.
- Expertise in knowledge management and documentation practices.

## Education

### Manchester Metropolitan University

Graduated: June 2022

- BSc (Hons) Software Engineering – Class Two, Division One (2:1)
- Relevant Coursework: Advanced Programming Languages and SE Frameworks, Database Management, Advanced Web Design and Development, Mathematics for Computing, Computer System Fundamentals and Architecture, Computing and Digital Technology Networking.
- Thesis: Using Smart Assistants to Improve Accessibility within Gaming.

## AQA, Manchester - Service Desk Analyst

March 2024 - Current

- Efficiently managed and resolved a high volume of service tickets using vFire Alemba.
- Conducted root cause analysis for recurring incidents and implemented solutions to prevent future issues.
- Provided first-line technical support to end-users, troubleshooting hardware, software, and network issues.
- Escalated complex issues to appropriate internal teams or external vendors for resolution.
- Maintained detailed documentation of incidents, service requests, and resolutions in the knowledge base.
- Improved the Service Desk knowledge bank by updating and expanding documentation, ensuring comprehensive coverage of information.
- Developed and implemented best practices for knowledge management, resulting in quicker issue resolution and consistent service delivery.
- Collaborated with team members to improve service desk procedures and enhance overall efficiency.

## AQA, Manchester - Desktop Technician

March 2021 - March 2024

- Imaged, maintained, and replaced laptops/desktops; remotely connected for driver/software installations and troubleshooting.
- Managed and maintained hardware estate using SCCM, Active Directory, and AAD.
- Maintained system health (AAD, Intune, SNOW, Sophos, Taegis XDR, Jumpboxes).
- Carrying out KPI/AHARP (Agent Health and Remediation Process) daily checks for on-going estate management.
- Investigated reports of system errors to try to reproduce problems and trace faults.
- Streamlined IT operations: Communicated disruptions, installed/updated hardware/software for optimal performance and security, ensured service-level agreement compliance through prompt issue resolution.
- Excelled on the company's Tech Bar (Smart Bar) providing clear technical explanations and troubleshooting solutions to non-technical audiences.
- Provided technical support and guidance to end-users, ensuring a seamless and productive computing environment.

- Automated tasks with PowerShell scripts.
- Conducted tactical troubleshooting to identify and resolve hardware and software issues.
- Maintained system health: Performed regular maintenance and inspections, addressed and resolved issues (using vFire Core Ticketing System).
- Aided in designing training materials and documentation.
- Fixed/upgraded devices (Laptops, Desktops, and IOS Devices)

### **AQA, Manchester - Customer Services Advisor**

April 2020 - September 2020

- Thrived in Challenging Environment: Confidently handled high call volume and rapid workflow shifts during the pandemic's early stages, exceeding expectations amidst high turnover.
- Provided Exceptional Support: Went above and beyond to reassure callers experiencing uncertainty and anxiety, fostering positive relationships and trust.
- Proficient in the Puzzel customer service portal and AQA's GCSE/A-Level exam systems and digital services. (Nexus, Centre Services, ETC.)
- Successfully adapted to remote work dynamics, skillfully employing IT expertise to ensure continuous communication and connectivity.
- Diligently logged and managed all phone and email inquiries within the CRM-based ticketing system, ensuring accurate and thorough documentation of assessments, resolutions, and follow-ups.
- Demonstrated autonomy and accountability in managing workload remotely, contributing to the team's success in maintaining service excellence during unprecedented circumstances.

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### **About Me**

I am a highly motivated and results-oriented individual with a strong work ethic fueled by a relentless commitment to achieving excellence. Quick to grasp new concepts, I thrive on the opportunity to tackle new challenges and continuously expand my skill set.

As a Software Engineering graduate, my passion lies in crafting groundbreaking solutions at the intersection of hardware and software. Beyond academia, my journey unfolded at AQA, where I embarked on my career as a Desktop Technician. This role has not only fortified my understanding of computer systems fundamentals but has also granted me profound insights into Microsoft systems and broader IT infrastructure.

I am confident that my blend of academic foundation, hands-on experience, and unwavering determination positions me as a valuable asset in the dynamic and evolving field of engineering.

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### **Professional Goals**

- To work as a DevOps Engineer in a fast-paced, leading-edge environment.
- To develop my skills and knowledge in order to become an expert in the fields of System Administration, Infrastructure, Networking, Cloud, Software Development, Testing, and Security.
- To make a positive impact on the world through the development of innovative software and hardware solutions.
- Commit to continuous professional development by actively seeking new learning opportunities, certifications, and staying abreast of emerging technologies to remain at the forefront of the dynamic tech industry.