

Curriculum Vitae

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LinkedIn: uk.linkedin.com/in/abhisekjoshi
Availability: **One Month**
Preferred Location: UK Based
Driving License: Full UK License

Professional Certifications

CompTIA A+ ce CompTIA Certified Technician
CompTIA Network+ ce CompTIA Certified Network Technician
CCT R&D Cisco Certified Technician Routing & Switching

PERSONAL SUMMARY

I have a keen passion in Information Technology. After passing the CompTIA A+ and Network+ certification exam, which provided me with comprehensive education which demonstrates my determination to make the most out of the opportunities provided to me and shows my drive and passion for learning and succeeding.

I am hardworking, dedicated and have an eagerness to learn and succeed, with a keen and energetic manner which provides me with an eagerness to learn and develop my skills as an IT Professional. I am extremely organised and my punctuality has been exceptional throughout work and my educational years.

EMPLOYMENT HISTORY

Company: MJ Quinn Integrated Service LTD
Job Role: Telecom Field Engineer
Date: Dec 2018 – Till Date

As a Telecom Engineer in MJ Quinn, I have to Manage Several Servicing jobs in a designated area. Provide Copper as well as fibre connection to the customer as required. Meet different customer in daily basis and manage the installation of Network as per the requirement of customer. And help customer with any related concerns they might have.

Company: NCR Ltd
Job Role: 2nd/3rd Line Technical Support Engineer
Dates: June 2016 – Dec 2018

As a Technical Support Engineer at NCR, I have to go to different site for different task and face a different customer. I have to maintain and repair the equipment to assure continuity of customer operation and high level of customer satisfaction. I have to priorities, organize and finish the task in the targeted time frame. I have to provide the support to customer via phone where possible and try to resolve the problem. Explain the technical issue to non-technical personal in an understandable term if they have any concern. And build working relationships with customer and develop informal communication channels with customer account at the local level. I have to support the engineer on the field via the phone when they required the help to resolve the issue.

Company: Tesco PLC
Job Role: Team Leader/ Admin / Customer Assistance
Dates: March 2014 – Present

During my time at Tesco, I was a Customer Assistance / Admin. I was also first aid trained and worked on every department, helping the store achieve its short-term directives while maintaining Tesco's Core purpose and

Curriculum Vitae

values; we make what matters better, together, No one tries harder for customers, we treat everyone how we like to be treated and we use our scale for good.

Company: McDonalds
Job Role: Shift Manager
Dates: May 2012 - March 2014

As a Shift Manager, I was responsible for basic operation of the store. As a daily routine, I use to manage people as well as shop. Perform the Audit to maintain the shop's standard and meet the expectation of the customer. I was also First Aid trained and certified.

Company: UniqueXchange Sdn. Bhd., Malaysia
Job Role: IT Support Officer
Dates: Jan 2009 - Sept 2009

During my time in UniqueXchange Sdn Bhd., as an IT Support Officer, I provide 1st and 2nd line support for its branches in various location around the country on the phone, remotely and on the site. Diagnose and resolve technical hardware and software related issues. Document and log the support call to 3rd line where required. Support Web-based applications that are developed in-house.

Other Qualifications

QCF – Level 3 Diploma in Shift Management
QCF – Level 3 Award in Supervising Food Safety in Catering

Name of the school and address

School:

CESBS, Chitwan, Nepal

Mathematics	Social Study
English	Account
Computer Science	Science

College:

Diploma in Multimedia, Lincoln College University, Malaysia
BSc (Hons) Computing, Cardiff Metropolitan University, Cardiff

Hobbies and Interests

I enjoy socializing with family and friends, traveling, reading books, working on my computer and keeping myself up-to-date on IT field.

Referees: On Request