Usaamah Shakeel

10 Guestwick Green, Leicester, LE5 1BG|07599168523 ushaks2003@gmail.com

I am a young friendly individual who is self-motivated passionate and hardworking. I am highly skilled in Hardware and software maintenance, installation, and upgrade. Highly skilled in troubleshooting and solving technical issues. I have a strong background in providing first-line support. I am an accomplished developer of user materials across multiple formats. I am a knowledgeable and professional individual, and I can communicate and administer my skills. I am a reliable and collaborative team member, and I am looking for opportunities to develop my IT skills further. I am a target-driven student, with a record of academic success. I am passionate about community service highlighted by volunteer experience in IT support. I am looking for a role that provides an opportunity to increase my knowledge and skills in this field.

**Experiences & Volunteering**

**Wrap & Roll**

I have worked for my cousins catering shop ‘Wrap and Roll’ as a technical supporter trying to make life easy for the cashier, I made a Global Point of Sale system on a tablet so that orders could be remembered easily and the total is quickly calculated as well as the change. I also worked in the cashier unit where I got to test the Global Point of Sale system that I made. I also worked in making the food in this case warming up savories and meals such as burgers and serving them to the customers.

I have been part of many fund-raising events for my local community. This has allowed me to develop my social skills as well as my communication skills, as I was integrating with people of different ages and language. Ensuring the event runs smoothly and meeting the needs of individuals from different backgrounds and faiths.

**Skills**

• Customer support needs assessment

• Mac and Windows maintenance

• Hardware diagnosis

• ICT system upgrading

• Application installations

• Hardware maintenance

• Hardware upgrades

• Data recovery

• debugging

• Network and hardware troubleshooting

• Software installation

• Volunteer management

• Windows 10 administration

• Volunteer scheduling

• Data backup management

• Volunteer recruitment

• Configuring hardware

• Volunteer engagement

• Software diagnosis

• IT expertise in software and hardware

• Technical issues analysis troubleshooting

**Qualifications**

* GSCE’s including Math (5), English (4), Design Technology (4) and History (3)
* Cambridge technical IT level 3 (D\*, D\*, D\*)
* HTML Coursera
* CSS Coursera
* Java Coursera

**References**

Gateway College Wrap and Roll

17 Colin Grundy Drive 10 Guestwick Green

Hamilton Hamilton

Leicester Leicester

LE5 1GA LE5 1BG