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| **Hesam**  [**Hesam.338612@2freemail.com**](mailto:Hesam.338612@2freemail.com) |
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| **Key Strengths**   * Vast experience working in large scale enterprises including BBC, Barclays Capital, Credit Suisse, British American tobacco and A&N Media * Solid Experience on Windows 7, xp, Citrix, Microsoft server 2003, Microsoft exchange 2007, , office 2010, outlook 2010, 2007, 2003, office 365, PowerShell, SCCM * Active Directory: refreshing Passwords, adding users to groups, installing application to users, AD/DNS/DHCP and Group Policy * CCNA holder , TCP/IP , Cisco phones, Routers and switches * Excellent interpersonal skills both remotely and face to face across all levels * Self-starter with high energy and drive to meet the needs of a demanding customer environment. * Ability to think creatively as well as adapt and contribute to changing environments. * Self-starter with high energy and drive to meet the needs of a demanding customer environment.  |  |  | | --- | --- | | **Work Experience and Personal Profile**  July 2016 – Present  December 2012 – July 2016  November 2012- December 2012  June 2012 – September 2012  January 2012 – April-2012  December 2010 - November 2011  July 2008 - November 2009  November 2008 - April 2008  January 2008 - June 2008  August 2007- December 2007 | **MSCI**  2nd line support Desktop Engineer   * 2nd line desktop support analyst. * Responsibilities include: * Take ownership of technical issues and investigate them to resolution within SLA * Provided prompt, accurate and respectful support to all users * Supporting users both remotely and desk side * Supporting Windows 7, windows 8 and windows 10 * MS Office 2007 and 2010 support * Support outlook * Laptop and PCs build, maintenance, configuring hardware and software; printers, scanners , etc. * Accountable for Executive and VIP support * Directory/Management Console with respect to adding or removing users, administering file permissions, * Re installing/maintaining office technologies in the office, this includes installing new desktops/monitor, transferring profiles, A/V conference setups, and any other support needed.   **British American Tobacco**  2nd line support Desktop Engineer   * 2nd line desktop support analyst. * Responsibilities include: * Take ownership of technical issues and investigate them to resolution within SLA * Provided prompt, accurate and respectful support to all users * Supporting users both remotely and desk side * Supporting Windows XP and Windows 7 * Installing Windows XP and Windows 7 * MS Office 2002, 2003 and 2010 support * Lotus Notes 8.5 support * Office 365, Skype for business * Laptop and PCs build, maintenance, configuring hardware and software; printers, scanners , etc. * Accountable for Executive and VIP support * Mentoring new colleagues and providing technical assistance to existing members of the team * Experienced at setting-up new desktop user and BES accounts, as well as utilising Active * Directory/Management Console with respect to adding or removing users, administering file permissions, * and domain network access * Blackberry support, creating and administering accounts as well as diagnosing and rectifying faults * Experienced at liaising with third-party engineers to trouble-shoot hardware and software problems * Involving desktop computers, laptops and blackberry devices * Security release for kit in and kit out * On average closing 12 to 17 calls a day   **Danone**  Windows 7 deployment Engineer   * Execute defined Windows 7 user data migration and OS upgrade workflow. * Execute defined post upgrade QA checklist and remediate or escalate issues as necessary. * Floor walking post windows 7 Deployments, explaining the changes to the users and making sure they are satisfied with it.   **Locog**  Desktop Technician Engineer   * Deploy / decommission equipment at the venue, onsite trouble shooting * Provide support according to the Venue helpdesk support shift plan. * Provide level 2 technical support according policies and procedures defined by LOCOG and ATOS Origin for Desktop / Laptop / Server hardware related issues. * Provide level 2 troubleshooting on all escalated desktop / laptop / server support issues. * General on-site technical support. * Deployment and IMAC at all venues * Manual Labour around movement of machines * Boxing and un-boxing of machines and displays * Cable Management of installed devices including network patching. * Software Deployment, if and when requested, following Games / Admin SWD process/procedures. * Device imaging following Games / Admin process/procedures. * Hardware repair and replacement * Desk side support and troubleshooting following Games / Admin process/procedures.   **A &N Media**  Rollout Engineer   * Swap old phones with Cisco Phones Unplug LAN cable from computer and plug into Phone Network Port, Plug provided cable (Cat 5) into computer and registering the phone, * Training employees on the new IP Telephone system including Login - Set up user password for first time login, Voicemail - Set up user greeting & password for first time login, Webex Connect Softphone – Set up password for first time login and Run through phone features.   **Lloyds TSB**  Rollout Engineer/2nd, 3d line support   1. Upgrading desktops from Windows 2000 to windows 7 and blackberry support. 2. Take the calls in remedy system and solve them or escalate them to the right department 3. Swap old desktop with new ones at the same time with the upgrade 4. Give the user basic training of the windows 7 machines including supporting them for 10 days   **BBC**  2nd line support / Rollout   * Installing CISCO call manager at different sites and configuring new equipment and upgrading existing systems. * Testing, repairing and maintaining equipment * Documenting problems and solutions. * Giving basic training to new users or customers in using their PCs or specialist software applications.   **Serco**  2nd line support /Rollout   * Imaging the Wise terminals and join the domain to them. * Testing the new system. * Installing Wise terminals at different sites and configuring it. Giving basic training to new users or customers in using Citrix * Take users calls and solve them   **Red TV**  Desktop Refresh Engineer   * Building Laptops (Dell, HP, [Lenarvo](http://search.surfcanyon.com/search?f=nrl0&q=lenarvo+laptop&partner=wtigca)) from Windows 2000 to XP using ghost image from the network, making sure the new PC matches the old one in memory and type * Including installing the list of application selected by users from SMS 2003 (system messaging server, noting the build type and updating the user group) * Deployment process, swapping the new device with the old one through a number of stages, including moving all the users folders to local drives, checking the network speed, IP address check and releasing and returning the folders in the new pc to the start up file and configuring outlook * Floor walking post XP Deployment Training users how to use the new machine.   **Barclay’s Capital**  Rollout/ 2nd line Support   * Building PCs and Laptop(Dell) from Windows 2000 to XP using ghost image from the network, making sure the new PC match the old one in memory and type. * Process profiles including installing the list of application selected by user, noting the build type and updating the user group. * Deploying process, swapping the new pc with the old one through number of stages, including moving all the users’ folders to local drive, checking network speed, IP address check and release and returning the folders in the new pc to the start up file and configuring outlook. * Running UAT on the build XP machines. * Supporting all aspects of Windows XP, MS Office, Outlook etc PC, laptop, printer and troubleshooting. * Floor walking post XP Deployments, explaining the changes to the customers and making sure they are satisfied with it. | | **Education and Training**  2005 -2007  2000 - 2001 | **University of Salford**  BSc. Business Information Technology (2:2)  **Southwark College**  Access to Higher Education Math Computing (Full-Time) | | **Languages** | Arabic, English and Russian | | **Hobbies & Interests** | *Reading and playing football* | | **References** Available on request | |  | |
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