**Naveed**

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**Personal Summary**

I am looking for permanent/temporary or contract work. I am hard working, cooperative and enthusiastic. I have good education and I believe that I have got good customer’s skills as I have worked in a team environment in my previous experience. I am having the ability to maintain a high degree of customer service for all support queries and possessing strong analytical and documentation skills. I am looking for a new and challenging IT Infrastructure support position where I can use my skills and Knowledge in a different capacity to develop my career. Should you decide to employ me you will find me conscientious and deeply committed to perform my work duties reliably. I also welcome opportunities to take on positions of responsibility.

**Work Experience**

**Alpha Dane Ltd UK**

**IT Manager (July 2014 to Present)**

**Duties:**

* Providing support on Google Apps for Business including Gmail, Google Calendar, Google Docs/Drive, Google Sites, Google Groups
* Providing onsite and remote desktop support to resolve queries, problems and issues
* Installing and configuring computer hardware and software systems and applications
* Providing support on VoIP telephone system and network/systems/domain administration
* Providing application support including Service Director, Sage CRM and account packages
* Troubleshooting computer systems and network problems, and diagnosing and solving hardware or software faults
* Taking staff or clients through a series of actions, either face to face or over the telephone to help set up systems and resolve issues
* Working on Windows including XP, 7, 8, Server 2008, Mac OSX, and Microsoft Office Suite including 2007/2010/2013 to provide desktop and infrastructure support.
* Providing support on virtual servers, virtual client machines and resolve issues
* Providing Active Directory user administration and support to resolve queries and issues
* Liaising with third parties, suppliers, customers and colleagues in regards to all project matters
* Providing MITEL phone user administration and support on phone recording system
* Provided support on mobile technologies to the students and staff in educational/professional sectors

***Bradford Professionals Services Ltd (UK)***

***IT Officer (February 2010 to June 2014)***

I have worked with in the IT department and with other internal teams providing support on all IT Systems to users based in London Head Office, country offices and users in other remote locations.

**Duties:**

* Providing software and hardware systems support to internal and external users
* Managing escalation of incidents, problems and requests to the Infrastructure team for advice, assistance or resolution. Ensure that customers are kept informed of progress
* Collaborate with infrastructure team to provide infrastructure support includes building and configuring servers for our country offices, LAN/WAN administration both wired and wireless technologies and resolve other network related queries
* Ensuring that incident and problem solutions are clearly documented and communicated to colleagues. Sharing skills and knowledge with colleagues in the resolution of all queries
* Performing onsite analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement effective solutions or workaround
* Responsible for the installation, configuration, testing, monitoring, and troubleshooting problems of end-user desktop computers/laptops to deliver required desktop service levels
* Working on Windows operating systems including XP, 7, Server 2003/2008, Mac OSX, and Microsoft Office Suite including 2007/2010/2013/365 and providing Active Directory user administration to resolve IT queries on daily basis
* Providing remote desktop support to users using various applications/tools
* Working with other IT staff on project and deployment tasks to meet business objectives
* Deploying image on the new laptops/desktop computers using SCCM and involving in the rollout of new IT equipments and software systems upgrade process
* Providing support to users on Document Management System such as Filesite/Worksite
* Collaborate with business analysts and database administrator to resolve development support queries using Microsoft SQL Server 2008/2012 and bespoke applications
* Installing and configuring printer technologies such as HP LaserJet, Canon and Xerox
* Monitoring servers’ backups and providing users administration on MITEL telephone system
* Responsible for the maintenance of an Asset register for the inventory of all desktop/laptop equipments and software ensuring that the inventory is kept up to date at all times

**Education**

MSc in, Telecommunication and Network Management, Bucks New University High Wycombe, June 2011

BSc (Hons) in Computer Science, IBMS/CS NWFP University Pakistan March 2005

**IT Skills:**

**Microsoft Packages:**

* Competent at all Microsoft Office Packages including Word, Excel, PowerPoint & Access. Regularly used for academic and work projects.
* Daily used Microsoft Windows 98/XP/ 2000/Vista, Windows 2000 Server etc
* Studied DNS, WINS, DHCP, Domain, Workgroup, Active Directory, Remote Administration, Microsoft Windows Server 2000, Microsoft Server 2003, Microsoft Windows 2007 and Microsoft Windows Exchange Server 2008 etc.
* Daily used Microsoft Outlook for office email system.

**Professional Skills**

* Communication Skills: Good listener and communicator who effectively conveys Information verbally and in writing.
* Team Working Skills: Possessing excellent team working skills, sharing knowledge and skills while working closely with colleagues on day to day basis.
* Organization skills**:** Strong organization skills developed while working on projects, and collaborate with colleagues and customers to resolve queries on daily basis.

**Personal Skills**

* Approachable, professional and ability to work both as part of a team or on own initiative
* Logical and methodical approach to solve problems, enthusiastic and having helpful attitude
* Calm under pressure, Multi-tasking and handle stressful situations with ease

**Personal Training/Courses Attended**

* Software Testing (ISTQB-ISEB) Certification in progress
* MCDST – one month self-studied online training course.
* I have used Microsoft Office Packages including Word, Excel, PowerPoint, Outlook and Exchange extensively for generating different types of work reports including crystal reports. I have provided IT troubleshooting service, installed and configured different operating systems including Microsoft windows 98, XP, 2000, 2003 and 2007.
* Studied DNS, WINS, DHCP, Domain, Workgroup, Active Directory, Remote Administration, Microsoft Windows Server 2000, Microsoft Server 2003 and Microsoft Windows Exchange Server 2008.
* Detailed knowledge of networking including LAN, WAN, MAN, network topologies, wireless communication and networking protocols and achieved excellent grades during BSc (Hons).
* PC configuration, troubleshooting and data recovery.

**Interests**

Exploring new technologies, playing basketball, enjoy meeting people and experiencing new cultures.

**Referees**

Available upon request