Yusuf

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**Personal statement**

An enthusiastic, dedicated and versatile young person with an outstanding academic background and excellent attitude to work. I am always passionate to learn and undertake new challenges.

I like to keep up to date with all IT systems, processes and equipment and do my best to learn everything I can to ensure that I am as experienced as I possibly can be.

I have excellent communication skills and believe that I can explain and describe technical issues and ways of working to non-technical people so that they understand, though not using IT terminology.

I am efficient and self-motivated. I like to work hard and be thorough in everything that I do. I want to progress my IT career as much as I can by building up my experiences.

Looking to further my career by working in a progressive organisation that offers opportunities to share and expand my knowledge and to grow into professional advancement.

**Area of Expertise**

Excellent computer software and hardware installation skills Experienced in LAN and WAN installation

Microsoft Office Tools Application Testing

End User and Client Support Skills

Operating Systems : Windows 7/8/10, UNIX

**Employment history**

**ICT Administrator – Restrata Solutions FZ-LLC, Dubai, UAE**

***(May 2016 - January 2017)***

**Duties**

Diagnosis of desktop, application and infrastructure issues. Troubleshooting PC’s, laptops and mobile devices.

Providing 1st/2nd line support to users.

Installation and support of telecommunication equipment.

Maintaining a log of all problems detected and system backups.

**IT Intern – Audi Volkswagen Middle East FZE, Dubai, UAE**

***(October 2015 – April 2016)***

**Duties**

Managing the IT help desk and providing instant solutions to IT issues Running diagnostic checks and servicing essential IT hardware

Installing new systems for all employees and ensuring all systems were fully

operational

Identifying and solving IT problems and logging them into the relevant databases

**IT Technician - Avionic Components Ltd, Coventry, United Kingdom.**

***(December 2011 – August 2014)***

**Duties**

Assisted in imaging, setup and deployment of PCs Installed PC software and peripherals

Troubleshooted computer and network related hardware

Supported, repaired and replaced software, hardware and peripherals

**Education**

**University of Wollongong in Dubai, Dubai, UAE**

*(January 2015 – December 2016)*

**Masters of Information Technology Management**

Information Technology Strategic Planning Information Technology Governance

Project and Change Management IT Security and Risk Management Corporate Network Management

**University of Wolverhampton, Wolverhampton, United Kingdom** *(2011 - 2014)*

**B.Sc. Business Information Systems**

**City of Wolverhampton College, Wolverhampton, United Kingdom** *(2009****–****2011)*

**Foundation Diploma, Computer and Information Technology**