**MUHAMMED AZEEM**

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**D.O.B** 24/08/1984 **Nationality** British

**CAREER OBJECTIVE**

I completed my degree in Computing and Information Systems in which I achieved a 2:1 honours classification. The degree provided me with the relevant technical knowledge and theory which I have put into practice in my career. My long-term objective is to attain a position as a Team Leader/Assistant Manager for IT Support Team, which will lead to a technical career in IT.

In my current role as Contractor for **SkyBetting and Gaming** I was a **Rollout Engineer** involved in over 6000 windows laptop refresh/rebuilds aswell as 3000 macbook swaps and rebuilds uing AzureAD. I have also been a **Senior** **Desktop Support Technician** with **Government Legal Department.** I have supervised and managed local IT in Leeds office of 500 onsite staff and 2 junior IT Technicians I have gained skills in Sccm/Intunes laptop builds, running basic Powershell scirpts to enable mailbox and give access to calendar etc aswell as working with Active Directory. .At **Carcareplan**I have gained skills and knowledge with Win10,O365,PC's, printers, servers support for over 400 users onsite alone and over 5000 remotely working with a team of 5. Aswell as training new Desktop Support Technician from other locations. With **Perform Media Group** I have also had the opportunity to participate in the migration and upgrade of all our IT systems to Windows 7, Office 2010 and Ricoh printers. This migration involved the roll out of the above mentioned software and testing it in various locations e.g. Leeds, London and Amsterdam and providing support for best practise Lawyer software. In the past with **EMIS** I gained a range of skills in second line and third line support in software/hardware and Server support and knowledge in IT medical software.

**EMPLOYMENT**

**SkyBetting and Gaming/Flutteruki – (Contracting) Desktop Support – Laptop refresh Rollout Engineer**

**August 2023 – November 2023**

As a Desktop Support Rollout Engineer with SBG I was involved in over 6000 windows Laptop and 3000 macbook hardware refresh rollout and moving from one Azure domain to another since the company was going through an acquisition change. This involved booking daily appointments and managing Laptop PXE build and issue with image builds and software issues. I was also involved with MacBook hardware refresh and imaging and rebuild using jamf and Hestview. In this role I learned and developed working with Azure AD with making sure laptops are passed compliant and if not to diagnose and investigate remotely why they are not passing compliant. This role also request to do over 2000 mobile phone migration using Azure and remote management tool to rebuild company iphone.

**Government Legal Department (Contracting) – Senior Desktop Support Engineer**

**January 2022 - June 2023**

As Senior Desktop Engineer for Government Legal Department contracting I was in charge of all onsite IT issue in the Leeds and Bristol office. This included setting up Laptop, Mobile phone for New Starter and configuring AD/O365 accounts. I was also managing a junior IT Technician with training and providing tickets and jobs. Other onside IT issue could include printer, wifi, meeting rooms setup and contacting third party like Dell, xerox to come onsite and do repairs. I have recently been involved in IT project with getting the Multi Function Printers online since office move and Bristol project with thin client removal and dock/Monitor setup. I have worked with Azure AD and SCCM/intunes build laptops, this also involved basic powershel scrips to enable mailbox and give acess to calendar and shared mailbox. I have also worked with citrix enviroment.

**CarCareplan (Amtrust group) – Senior Desktop Support Technician**

**March 2019 – December 2021**

As **Senior Desktop Support Technician** my main responsibilities where to supervise and training of 2 junior IT Technician and manage and maintain all IT issue and projects at our Bradford/Leeds branches of 500 onsite office staff. These duties included Desktop, Laptop, mobile phone and printer setups and fault finding and diagnoses. Also contracting 3rd party support for laptop and printers e.g. Dell, Xerox. I was also managing recent project of negotiating and ordering of 200 laptops and docks from dell duo to covid and rolling out to business to swap with desktop to enable users to work from home and to create agile working environment in office with docking station.

I have also project managed with closing Birmingham office and moving to Newly refurbished Leeds office which involved Desk setup, Network patching, assisting network team with switch/router setup and Laptop and printer setup.

**Perform Media Group – Desktop Support Technician**

**July 2013 to March 2019**

My job as **Desktop Support Technician** for PERFORM MEDIA GROUP was based in their Leeds office and I was the only onsite IT Support for over 400 users. I and a team of 5(based in London) provided remote support for all the other Perform office all over the world total 5000 users e.g. London, France, Spain, USA, Germany..etc and travelling to other offices if needed. I was also involved in training new employees in the team spending 2/3 weeks on how to log tickets and fixed faults and get up to speed with the vast amount of technology and softwares we use. More recently I have been involved in projects with office moves, setting up two floors from scratch. Refurbishing out a new office and organising move. Also projects win10 migration and o365.

**Role involved -** Day to day IT Queries i.e. PC problem/repairs, software installation repairs, Printer repairs/setup.Training up new Desktop Support employees**,** Project with o365 and Win10 role out and testing. Server support – AD and Exchange accounts setup/configuration, server maintenance/backup. PC imaging and setup using Azura, SCCM,deepfreeze and clonezilla, Iphone/Andriod/Blackberry setup and Configuration. Networking, cabling, patching, infrastructure maintenance/upgrades, WIFI/EPN/VPN maintenance/setup. Incident Ticket logging, updating tickets/users, Creating documentation, user guide.

**DLA Piper UK LLP - Junior Local IT Support/Desktop support**

**Oct - 2010 to July 2013**

As **Junior Local IT Support/Desktop support** was to undertake on-site IT support, IT installations, Desktop configuration, System administration and product development. This included day-to-day IT queries either logs by the Service Desk or approached by users. This role involved setting up, investigating & repairing PC's, printers, Blackberry/mobile phones and Video/voice conference units ie WebEx. Other duties involved maintenance and monitoring of servers and virtual servers, backups, setting up users in Active Directory and also providing training to new starters.

I was also involved in a new project which was rolled out to the whole business i.e. Europe and Middle East, of upgrading our systems to New Dell computers, Windows 7, Office 2010 and Ricoh smart card printers which provided me with the opportunity to go work in London and Amsterdam in their Local IT Support office.

**EMIS (Egton Medical Information System) – System Support Consultant**

**Apr - 2007 to Oct 2010**

I provided second line and third line support to 400,000+ users throughout the UK whilst adhering to Service Level Agreement with Professional and intellectual telephone appearance to the customer. Configuration of supported hardware e.g. printers, PCs, modems, UPS, Tape backups and System Failures. I was also involved in maintenance of the server operating system, diagnosing server faults. Configuring Windows accounts in Active Directory and e-mail account setup within Microsoft Exchange. Diagnosis of branch site connectivity problems where the communications equipment and / or the landline e.g. networking issues, Switches/Routers and cables. Providing Engineer support and Anti-virus Support

Monitoring of system events to prevent major issues from happening and escalating major issues to Engineers. As a **Grade 2,** I was also involved with assigning faults/problems to other staff members and dealing with escalated faults which required urgent attention. Created and Managed Doctors websites, consulting surgery for content/feedback and displaying the content in a well presented website.

**NHS Connecting For Health - Service Desk Analyst**

May 2006 – Mar 2007

Carried out duties always using excellent customer service. Provided first line and second line support to 300,000+ users throughout the UK whilst adhering to Service Level Agreements.

First Time Fix incidents so that they do not have to be escalated to external companies. Handled inbound/outbound calls on a daily basis and answered email queries. Liaised with contracted and non-contracted suppliers such as BT and Accenture, through to resolution. Exceeded KPI targets on daily/weekly basis and achieved highest First Time Fix target on the desk.

**EDUCATION**

2003 – 2006 **University of Bradford – BSc (Hons) Computer and Information Systems**

**2:1 Achieved** As part of my degree I worked with programmes like java, HTML, PHP and SQL. Operating

systems like Microsoft Windows and Red Hat Linux were used throughout the degree

course. My Microsoft Office skills are extremely proficient which include the use of Access

as well as the standard packages. I also have knowledge of Macromedia Dreamweaver,

Flash and Fireworks. Other skills include interpreting java codes and I have also gained skills in verbal and written communication skills e.g. performing group presentations and reports.

**Carlton Bolling College**

2001 – 2003 AVCE Information Technology, A level Business C, D and C

1997 – 2000 9 GCSEs at grades B-E

**INTERESTS & ACTIVITIES**

I have various interests and hobbies that I enjoy pursuing during my leisure time. Activities and interests like cricket and football allow me to develop my team working and communication skills e.g. as a captain I communicated with and motivated my team players to beat the opponents. Snooker and boxing allow me to beat my opponents mentally e.g. tactically plan my next move. I also enjoy the company of my friends and attending the cinemas.

**REFEREES**

Available on request