**YASIN MIRZA**

BA (Hons) · ITIL v3

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### PERSONAL PROFILE

End User & Project Support professional with a proven track record of providing technical and non technical solution. An analytical individual with the ability to work under own initiative. A natural problem solver and a positive team player. Always take ownership of client issues, with the view to resolve problems with a lateral and methodical mindset, ensuring client satisfaction and after care. Having completed a university degree, I acknowledge the importance of effort and commitment and the ways it pays off when applied.

**KEY SKILLS**

* Able to identify and analyse client requirements, communicating them effectively in written/verbal format
* Exceptional organisational skills with a proven ability to work closely and effectively with development team as well as maintaining excellent professional relations with all stakeholders
* Able to prioritise work based on upon business priorities, and to identify potential conflicts
* Exceptional communication skills feeding an ability to understand and interpret the operational needs of business at all levels
* Understanding of change management and the implementation of systems within large organisations
* Demonstrated experience in system faulty diagnosis, developing solutions and managing resolution
* Ability to prioritise and multitask effectively under pressure to meet tight deadlines
* Self-motivated to achieve goals and take initiative where required
* Understanding of Windows network protocols such as DNS, DHCP, WINS, LDAP and Kerberos
* Excellent communications skills (both in technical and non – technical capacity)
* Strong MS Excel, Word, PowerPoint, Access, Share Point and Analytical skills

**TECHNICAL EXPERIENCE**

Windows XP, 7, 8, 10 | Apple Mac OSX, Airplay, AirPrints | MS Office 2007 & 2013 | Office 365 | VMware | Microsoft RDS Hyper-V | Azure Services | Active Directory, SCCM, Application Packaging, Citrix, Remote Access, VPN, Cisco IP Phone & Jabber, Skype for Business, Zoom | Powershell | Symantec Anti-Virus | Palo Alto Security Product Suite | McAfee Endpoint Encryption Manager, McAfee Anti-Virus | MS Outlook & Exchange, Lotus Notes, Good for Enterprise and BES | BYOD support of BlackBerry, iPhone, iPad, Android devices, Mobile Iron, AirWatch | Printers, Fax, Digital scanners | Video conferencing | Disaster recovery, backup, restoration technologies, replication strategies

**EMPLOYMENT HISTORY**

**Airbus** (RAF)

**Infrastructure Engineer & Project Support**

**November 2019 – Present**

* Dealing with incidents referred from 1st/2nd level support team
* Liaising with other support teams and vendors to investigate issues
* Providing technical input to Major Incident recoveries
* Owing and taking actions to resolve issues
* Assisting Windows 10 and Office 365 migration project
* Assisting Projects with infrastructure build-out and service transformation activities
* Creating users and machines, delegating permissions, issuing certificate on Active Directory
* Supporting Application Packaging team to get an Application installed on the virtual platform such as Citrix XenApp
* Ensuring daily housekeeping checks are performed such as storage, network applications on Windows Server 2016, Anti Virus Security
* Reviewing SCOM alerts raised for the server infrastructure and liaising with Service Management to refine the Enterprise Management monitoring
* Running SQL scripts when required
* Daily maintenance of RAF infrastructure and IT strategy implementation
* Providing support and document each step took in the resolution of each particular incident
* Performing regular system upgrades and be responsible for the security management
* Providing feedback and proposals to improve customer satisfaction while enhancing Support contract profitability
* Support RAF personnel in the loading of reference data (e.g. load new aircraft data at each new aircraft delivery)
* Ensure communication, and queries, between RAF and Airbus are correctly tracked through Military Help-Desk
* Ensuring efficient operation of running, backups, reconfiguring the system, cleansing data and manging the network
* Supporting the configuration of both the portable and static network, providing complete systems support to the entire station support team

**VMware** (Paris Office)

**End User & Project Support**

**February 2019 – November 2019**

* Providing VIP IT support from 1st – 3rd line support to all type of users within the business including Board of Directors and the Vice President
* Building new systems across laptop and desktop and new hire deployment
* Setting, configuring and support mobile devices such as iPads, iPhone, Android devices etc
* Providing ongoing operational support including operating system releases, upgrades and service pack installations, bug fixes, security updates and any system change activities
* Ensuring excellent customer follow up communications and timely issues status updates to colleagues and IT management
* Building a formal mentorship with IT End User Services peers to share lessons learnt and IT knowledge transfer
* Networking with multi-functional and wider IT teams to demonstrate best practices and identify resolutions to issues and solutions
* Delivering world class customer service to ensure customers are satisfied with their service
* Acting as the single point of contact of VMware, diagnosing breakdowns/faults and taking corrective, remedial action as necessary
* Assisted with Telecommunications Project, migrating over 2,000 users to Orange
* Recommend controls by identifying problems; writing improved procedures
* Defining project requirements by identifying project milestones, phases and elements; forming project team establishing project budget
* Monitoring project progress by tracking activity; resolving problems; publishing progress reports; recommending actions
* Maintaining user confidence and protect operations by keeping information confidential
* Contributing to team effort by accomplishing related results as needed
* Validate resource requirements and develop cost estimate models
* Perform daily, weekly and monthly reviews and analyses of current processes using operational metrics and reports
* Understanding and communicate the financial and operational impact of any changes
* Suggesting changes to senior management using analytics to support recommendations
* Create informative, actionable and repeatable reporting that highlights relevant business trends and opportunities for improvement

**Royal Bank of Scotland (RBS)**

**Infrastructure Business Analyst, VMware Migration**

**September 2018 – December 2018**

* Gathering and documenting requirements relevant to the change programme
* Designing and analyzing complex business processes – ‘AS IS’ and ‘TO BE’
* Effectively managing the business expectations alongside the stakeholders
* Assisting to migrate over 20,000 servers to VMware
* Liaising effectively with the developers, project sponsors and server users
* Facilitating Workshops, one on one interviews, and shadowing
* Supported the preparation and execution of User Acceptance Tests
* Preparing functional specifications liaising with key stakeholders
* Working with the development teams to convert customer requirements into technical solutions that are both feasible and cost effective ensuring the quality of the product and customer satisfaction
* Liaising with various of business and technical teams and stakeholders to bridge the gap between the business and IT teams
* Assisting in entering and updating Issues (Epics, Stories, and Tasks) onto JIRA Agile application
* Supporting the project management office with housekeeping tasks such as milestone monitoring/updates
* Identifying and managing risks and issues relation to the project

**VMware**

**End User & Project Support**

**October 2017 – September 2018**

* Providing VIP IT support from 1st – 3rd line support to all type of users within the business including Board of Directors and the Vice President
* Building and wiping Windows and Apple machines
* Working closely with internal Service Operations teams to plan projects and other change activities, such as upgrading Apple Mac machines to High Sierra and to be enrolled with AirWatch
* Configuring LAN technology and protocols including TCP/IP, Wireless, 802.1x
* Delivering world class customer service to ensure customers are satisfied with their service
* Ensuring to keep up to date with the latest technology within the business to minimise any IT impact
* Driving service excellence through ITIL based continuous improvement planning and regular stakeholder service reviews
* Supporting and maintaining local hardware infrastructure at our office, interfacing with wider internal teams where appropriate
* Acting as the single point of contact of VMware, diagnosing breakdowns/faults and taking corrective, remedial action as necessary
* Providing support for all existing IT related provided equipment such as PCs, Macs, printers, smartphones and tablets, as well as assisting with testing and integrating new IT provided as required
* Meeting all software support requirements for standard office applications such as Microsoft Office as well as well as internal applications
* Providing conference room spot from testing AV equipment and connectivity prior to the beginning of meetings and being on standby if problems occur during meetings
* Seeing to other projects such as offsite conference support as needed

**Volkswagen Group – Head office**

**EUC / Desktop Support Engineer**

**November 2015 – September 2017**

* Providing 2nd/3rd line support to all users in the business including Board of Directors and the Managing Director
* Managing, building computers and servers to support the business
* Responding to IT trouble tickets using a proprietary to help desk request system
* Configuring LAN technology and protocols including TCP/IP, Wireless, 802.1x
* Perform upgrades and repairs, such as memory installations, operating system upgrades, driver upgrades
* Creating high quality documentation and delivered training to colleagues, service desk analysts and added to SharePoint for future reference to build capabilities of the team
* Tracking assets and deploying software/updates using System Configuration Management (SCCM)
* Performing hardware and software evaluations and make recommendations
* Understanding the design and maintenance of corporate computer images
* Act main of contact of point of reference for technical specialist skills within team
* Root Cause Analysis on technical issues, liaising with other infrastructure teams and platform owners to find solutions to common reported issues
* Configuring, installing and maintaining all standard PC and MAC hardware and software which include all aspects of the installation process from receiving equipment, installation of software, testing and delivery to end user
* Providing mobile device and tablets support (iPhone, iPad, Blackberry) to include procurement, account set-up, configuration, troubleshooting, repair & replacement, and customer technical assistance as needed
* Creating and maintaining documentation relating to the asset management process and procedures
* Support on and off-site corporate events
* Rebuilding and wiping machines via SCCM
* Applications installations via local, share drive or remote deployment packages such as SCCM
* Maintaining ITIL best practice and near 100% SLA targets for response and fix times
* Coordinate efforts with 3rd party vendors to repair faulty hardware
* Supporting network team when required, by installing and maintaining local area and WAN network equipment, maintaining routing. Such as switches, routers, hubs, firewalls, wireless LAN controllers and wireless access points
* Configuring and maintaining the remote access and site-to-site VPN appliances.

**Rathbones Wealth Investment Management**

**Desktop Support Engineer**

**April 2015 – November 2015**

* Providing desktop support to all users in the organisation including CEO and Chairman
* Identifying problems, resolving them over the phone, via remote software supports or desktop
* Hardware deployment including; laptops desktop, business smartphones and other accessories
* Building, configuring and delivering laptops/desktops to new joiners
* Providing training/handover process for new joiners, either one to one, or as a group
* Monitoring and managing incidents records
* RSA Secure ID tokens, support and creation
* Rebuilding and wiping machines via SCCM
* Active Directory administration (enabling access to software, password changes, status updates etc)
* Working under strict SLA deadlines & process requirements within an ITIL Framework
* Providing Infrastructure Support for MS Office 2003/2007, Outlook & various other unique, department relevant applications
* Providing detailed information to escalation teams & maintain an open dialogue for critical issues
* Applications installations via local, share drive or remote deployment packages such as SCCM
* Managing & organising onsite stock & warranty parts via unity & liaising with technical support over supplies & pickup
* Participating test new software and hardware as required
* Maintaining effective working relationships with other support teams, other Head Office areas and external service providers
* Identifying potential technology improvement where possible and improvements in how technology can be used to support the business
* Developing solutions and related products
* Providing training and user manuals to users of a new system
* Keeping up to date with technical and industry developments

**HSBC Global Investment - Headquarters**

**VIP & Executive Desktop Support Analyst**

**March 2014 – April 2015**

* Providing desktop support to HSBC Executives, their PAs and visiting VIPs
* Provision of remote support for bank executives travelling or working from home
* Installing and commissioning desktop systems and upgrades
* Responding to requests for new software, assisting users with general and technical system requests
* Resolving underlying systems and application issues
* Dealing with technical issues over the phone, email and floor walking for direct desk side engagement
* Respond to remote access issues, RSA account queries and general systems access
* Identifying potential technology improvement where possible and improvements in how technology can be used to support the business
* To make effective use of technology to improve business processes
* Communicating effectively with key business users regarding day-to-day support issues
* Participate in testing new software and hardware as per business requirements
* Monitoring and managing outstanding incident logs on CA Service Desk
* Working under strict SLA deadlines and process requirement within an ITIL Framework
* Providing detailed information of systems outages to escalation teams and maintain an open dialogue for critical issues, keeping end users informed and up to date
* Maintaining effective working relationships with global support teams and 3rd party service providers
* Setup and configured BlackBerry mobile devices on BlackBerry Enterprise Server (BES)

**John Lewis Partnership**

**System Support Technician**

**June 2013 – March 2014**

* Windows 7 Project Leader, successfully plannedand implemented the Windows XP to Windows 7 migration
* Worked with projects team from Computacenter, managing time and resources
* Lead a team of 6 engineers in the migration of approx. 700 workstations across the Milton Keynes branch
* Liaising with other support groups to resolve intricate hardware & software issues
* Provision of BAU technical support, responding to phone and email support queries
* Remote administration and management of customer equipment
* Using remote control software tools to provide fault resolution and diagnosis
* Proposing lasting solutions to prevent reoccurring problems and to minimise system downtime
* Issuing and supporting BlackBerry devices, ensuring asset list and loan paperwork is accurate
* Responding to infrastructure moves and changes, rebuilding and replacing hardware, cabling and patching
* Track, monitor and report on all incidents, adhering to KPIs and working within business SLAs
* Working with various departments to update product knowledge and provide products demonstration
* Providing administrative support, dealing with complaints, responding to or escalating where necessary
* Provision of induction and training and for new staff members

**John Lewis Partnership**

**Senior Customer Service Advisor**

**October 2006 – June 2013**

* Meeting department sales targets
* Resolving customer complaints
* Training new staff
* Responding to emails and letters
* Providing administrative support
* Customer service management
* Providing support for first day induction

### EDUCATION

* 2015: ISEB Business Analysis
* 2014: ITIL v3
* 2008-2011:Anglia Ruskin University, Cambridge (BA Honours degree in Human Resource Management)
* 2006-2008*:* Milton Keynes College, Milton Keynes (GNVQ | BTEC National Diploma in Business Studies)
* 1999-2004*:* The Thomas Alleyne School, Stevenage (9 GCSE’s)

**INTEREST & HOBBIES**

As a member of a vibrant society, I enjoy getting involved in social enterprises, working with the various stakeholders of our society and engaging especially with young people. It is important to maintain ones physical fitness so in addition to my membership at Nuffield Heath I enjoy swimming, playing badminton and tennis. I find a game of chess quite mentality stimulating. I enjoy snooker and I am a member of a local club. I take an interest in non-fiction and in my spare time I like reading about technology, history, culture and civilizations. One of my strengths lies in manual dexterity, I therefore enjoy manual work and DIY pursuits. More recently I have become an avid gardener.

**REFERENCES**

Available on request.