

NAME

ADDRESS

TELEPHONE NUMBER

MOBILE NUMBER

DRIVING LICENSE

PERSONAL PROFILE

Communication

- I have excellent communication skills to deal with issues at all levels. My experience helps me liaise effectively with both internal & external contacts, completing projects, writing & producing reports, letters, emails, telephone and working on computer applications

Team Work

- I am well adapted to new developments, working on my own initiatives and most of all working in a team. I have always enjoyed working in a team to maximize the potentials of achieving targets. Team working has helped me build up strong negotiation and persuasive communication skills.
- I have used Team Work skills in regular coordination in Project Management, Assisting, Developing, Motivating and Training fellow team members and new staff.

Problem Solving

- Problem solving requires an ability to assess, scale and analyze various aspects of an issue at hand. I enjoy dealing with complex problems, addressing issues, finding solutions to them in methodical manners and most of all taking ownership. I have successfully demonstrated my ability, knowledge and skills for finding solutions and producing results while working in fast paced operation I have participated at my currently and previous employers.
- I find remaining calm and present minded a key to finding genuine solutions to problems in logical & methodical and prompt manners.

Education

2000-2002 MSc Computer Networks, XXXX University London

1997-1998 Certificate in International Tourism Operation Management, ITI Switzerland

1995-1996 Bachelors Degree, YYYY University, Somerset.

1993-1995 A-Levels, ZZZZZ school, Middlesex.

Operating Systems: NT4 Server & Workstation, Windows 2000, UNIX, RSA Ace Server / Ace (RAS) and Web Mail Network Administration and TCP/IP Suit

Knowledge of Routers, Hubs, Switches, Printers, Fax and other network peripherals

Languages: HTML, Java, JavaScript, C++, SQL, UNIX and Oracle 7.0

MS Package: Word, Excel, PowerPoint, Access and Outlook

Database: Active Directory, Help Mate, Remedy (call logging systems)

Internet: Frequent user of Internet, Emails, Blogs and Newsgroups

Employment

Sep 07- Current

XYZ Ltd

Service Management Provisioning Coordinator

- Provisioning new orders and coordinating with Purchasing, Engineering Dept and 3rd parties
- Provisioning orders for top 50 Service Managed clients with multimillion pounds contracts
- Cross-departmental liaising to enforce service delivery plan with all key phases & order tasks
- Provisioning ADSL, SDSL, MPLS & Non-MPLS, Local & Intl. Leased Lines/Ethernet circuits, PSTN Lines, Domain Hosting, IP technology orders and creating User Accounts and more
- Managing all developments on the orders with selective industry suppliers and getting approvals of any additional costs before charging the client
- Ensuring orders are handed over to both Support Desk and the client in an efficient manner
- Taking ownership for the overall client experience throughout all delivery phases to meet SLA
- Project-managing large & complex orders and extensively interacting with both customers & suppliers for smooth-lining complex information and negotiating requirements
- Providing support to the project(s) in the absence of colleagues if the need arises
- Preparing client WIP reports highlighting developments and problems and the way forward

Oct 03 - Sep 07

ABC Ltd

Customer Services Adviser / Supervisor Sit-Up Ltd

- Logging higher number of calls, coordinating in a cross-departmental work environment
- Monitoring calls, motivating, developing & training staff and chairing staff 1-2-1s
- Managing small & large (12-22) teams from time-to-time, helping develop new staff
- Supervising staff with regards to adherence, sickness, attendance & performance

- Achieving daily personal Sales targets and helping staff / colleagues achieve their SLA's
- Handling complaints & appreciations from a customer-base of over 2.5million
- Collecting & analyzing data and maintaining / improving relationships with customers
- Coordinating with customers accounts maintenance and fraud investigation
- Producing statistical reports and invoices – sending and receiving faxes
- Processing transactions on debit/credit cards and issuing refunds / compensations
- Participated in configuration & implementation of Work Force Management project

Mar 03 - Oct 03

123 Ltd

Network Support Analyst – Decision IT Ltd

- Administering Network Support to private organizations in the region
- Administering support both remotely and on-sites meeting targets at short notices
- Collecting & analyzing data to set priorities and strategies for future forecasting trends
- Maintaining databases, records and filing systems of daily works & activities
- Supervising and mentoring new staffs and a team of colleagues on regular basis
- Performing excellent organizational skills while supporting networks based on Win 2K and XP Professional platforms along with others complex in-house databases

Feb 00 - Jan 03 IT Analyst

ABC Ltd

- Administering RSA Ace Server Remote Access System (RAS), Web Mail and Help Mate (call logging system) on Windows NT / 2000 Professional platforms
- Demonstrating excellent communication, problem solving and technical skills
- Well adapted to work often well under pressure
- Remotely administering large numbers of users both locally and internationally
- Coordinating with building & troubleshooting PCs and Laptops
- Administering database of large number of users across the organization
- Answering clients queries and providing training & coaching to new users

Jun 97 - Feb 98

XYZ Ltd

Trainee Restaurant Manager – Restaurant Curry Am See, Zurich Switzerland

- Managing Restaurant, Bar and Catering operations, taking payments and reservations
- Managing & developing staff, preparing staff rosters, reports and issuing invoices
- Handling daily bookings, appreciations, complaints, liaising with internal & external contacts
- Administering & maintaining a large database of filing system and daily work records
- Administering & maintaining a large database of filing system and daily work records

Activities/Interests

Cricket, Tennis, Football, Reading and Traveling abroad.

References:

References available if required.