SOBAN AHMED

39 Hall Royd, Shipley, West Yorkshire, BD18 3ED | +447761327150 | sobanahmed@hotmail.co.uk

PROFESSIONAL SUMMARY

Experienced IT professional with focus on technical support and troubleshooting. Skilled in resolving complex technical issues and providing top-notch customer service through strong analytical and communication skills. Committed to improving system performance and user satisfaction.

WORK HISTORY

10/2023 - Current

IT technical support technician

New Collaborative Learning Trust - Bradford, West Yorkshire

- Provide 1st and 2nd line support for hardware, software, and network issues across Windows and macOS environments.
- Administer **Microsoft Intune** for device enrolment, configuration policies, and app deployment.
- Manage **Active Directory** and **Azure AD** for user provisioning, group policies, and access control.
- Utilise **Jamf Pro** for macOS device management, including software deployment and compliance monitoring.
- Monitor and maintain IT infrastructure, performing routine updates, patch management, and system health checks.
- Document technical procedures and maintain asset inventories using ITSM tools such as ServiceNow or Freshservice.

02/2021 - 10/2023

IT technical support specialist

Vopium - Denmark , Copenhagen

- Delivered front-line IT support for staff and customers, ensuring timely resolution of technical issues across Windows 10/11 and iOS (iPhone/iPad) platforms.
- Provided administrative support for Microsoft Azure, including user account setup, access management, and basic troubleshooting of cloud services.
- Communicated technical solutions clearly and professionally, translating complex issues into simple, user-friendly instructions.
- Demonstrated strong problem-solving abilities by diagnosing and resolving hardware, software, and network issues efficiently.
- Excelled in high-pressure, fast-paced environments, consistently meeting SLA targets and maintaining high customer satisfaction scores.
- Collaborated closely with internal teams to escalate and resolve complex issues, contributing to team knowledge bases and documentation.
- Maintained a positive, customer-focused attitude while handling a high volume of support requests via phone, email, and ticketing systems.
- Participated in team meetings and improvement initiatives, fostering a collaborative and service-driven support culture.

SKILLS

- Proficient in troubleshooting Windows 10/11 desktop environments, including software and hardware issues.

- Experienced with Microsoft 365 administration (Outlook, Teams, OneDrive, SharePoint).

- Strong knowledge of Active Directory for user account creation, password resets, and group policy troubleshooting.

- Skilled in remote support tools such as AnyDesk, TeamViewer, or Microsoft Remote Desktop.

- Familiar with ITIL-based ticketing systems (e.g., ServiceNow, Freshservice).

- Able to explain technical concepts in clear, simple terms to non-technical users.

- Comfortable prioritising and managing multiple incidents in a fast-paced service desk environment.

- Experience supporting printer, scanner, and peripheral device issues across networked environments.

- Knowledge of basic networking concepts such as IP addressing, DNS, DHCP, and VPN troubleshooting.

- Committed to delivering high-quality, customer-focused IT support with strong attention to detail.

EDUCATION

09/2016 - 07/2019
Bachelor of Science: Computer Science
University of Bradford - Bradford

09/2013 - 05/2015
Triple Distinction BTEC: Networking and Information systems
Bradford College - Bradford

CERTIFICATIONS

CCNA - Cisco Certified Network Associate

CCNA Discovery: Networking for Home and Small Businesses

REFERENCES

References available upon request.