

Mr. Ashok Nayee

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PERSONAL PROFILE

Highly skilled Implementation and Client Support Specialist, 2nd-3rd Line & Field Service, Infrastructure Engineer with expertise in MHS (Material Handling Systems), WES (Warehouse Execution Systems), AutoStore, Shuttle Systems, MS Windows Applications, Operating Systems, Google Suite, Mobile Device Management, Break-Fix, just to mention a few. Vast experience in high-volume environment with strong analytical, communication and organisational abilities. Also, able to think logically, creatively, complex problem solver, able to thrive in fast-paced and challenging roles. An individual with can do attitude. Always willing to learn and have absolute commitment and dedication to work. Well talented with ability to multi task and always a valuable asset to any organisation.

PROFESSIONAL COMPETENCES

- Excellent communication skills and interpersonal skills
- Attention to detail
- Quality assurance
- Methodological
- Excellent customer service skills
- Knowledge of IT infrastructure
- Team Player
- Logical thinking
- Ability to define and execute test strategies based on business requirements
- Change & Management Control
- Client facing
- Analytical skills

EMPLOYMENT HISTORY

Fortna (The Distribution Experts)

October 2021 – March 2022

Working from Home

As an Implementation Consultant: assist in the planning, organising and implementation of multiple complex technical projects involving several system integrations points and Client specific development.

Implementation Consultant

Taking projects from original concept through final implementation and being responsible for working on project teams and assigning individual responsibilities in addition to providing technical and analytical guidance.

- ❖ Ensuring that projects meet the business requirements and goals, fulfil end-user requirements, and identify and resolve systems issues.
- ❖ Reviewing and analysing existing application effectiveness and efficiency and recommend improvements.
- ❖ Ensuring that any software systems being integrated meets functional requirements, system compliance, and interface specifications.
- ❖ Collaborating with analysts, designers, and system owners in the testing of new software programs and applications.
- ❖ Cultivating, disseminating, and enforcing functional policies, procedures, and quality assurance best practices.
- ❖ Writing specifications for programs of low to moderate complexity.
- ❖ Developing test plans to verify logic of new or modified programs.
- ❖ Remaining abreast of industry technical trends and new development to maintain current skills and remain current with industry standards.
- ❖ Participating in design and discovery sessions and lead project planning sessions with clients and evaluate the product lifecycle with respect to equipment, functionality, installation and post-production support.
- ❖ Working closely with the Software team to develop software platforms/ applications based on Client's needs.

Fortna (The Distribution Experts)

March 2019 – October 2021

Working from Home

As a Client Support Specialist, I am a key point of contact for all Clients, ensuring high-quality technical support services is provided to related Fortna's system and software functionality.

Client Support Specialist

Working closely with the Client teams, I'm not only responsible for problem identification/resolution but for also ensuring that Client systems are proactively monitored.

There is also a significant focus on creating strong working relationships within Client and internal teams to ensure appropriate resources and technical expertise are utilised for the benefit of Fortna's Clients. In addition, provide effectively prioritise and communicate issues, as well as producing accurate documentation, including incident report creation and Client call log monitoring and analysis and:

- ❖ Configuring and Installing servers, workstations on clients' sites
- ❖ Research and find solutions to on-going issues / bugs
- ❖ Assisting deployment teams as and when required
- ❖ Collaborate and test installed systems and iron out bugs pre-production with relevant parties involved
- ❖ Provide training to clients and internal staff on installed systems
- ❖ Work with project / software / 3rd Parties teams to test and implement hardware/software

Milton Keynes Council (MKC)

April 2013 – March 2019

Central Milton Keynes

MKC provides a range of consultancy, process, policy and implementation service that contribute to the performance levels of public and private sector enterprise alike.

3rd Line / Test, Configure & Deployment Engineer

Extensive involvement and hands on delivery of high-quality proof of concept testing and configuration work toward solutions deemed fit for purpose to allow engineers to implement business benefit to clients.

- ❖ Provide a highly, effective BAU and professional IT Support service to over 2000+ users in the local authorities, staff and ICT teams in accordance with the needs of the business
- ❖ Planning, deploying, upgrading and migrating customer systems to cloud platforms (webmail hosted server, online backups, virtualisation with Hyper-V and VM Ware), providing all the required support via phone, remote, email, call logging system and site visits as required
- ❖ Migrating from Office 2010 to Office 365 and then managing, administering and supporting through Office 365 Admin console and Azure
- ❖ Ensuring that all software, hardware, networking and other infrastructure issues are resolved within pre-determined timescale
- ❖ Optimise and maintain the ICT network and infrastructure and ensure the best possible IT service is delivered to all customers in accordance with the respective Service Level Agreement
- ❖ Serve as the technical expert across the ICT Service and provide guidance, training and mentoring to other team members as required
- ❖ Researching, creating, testing and deploying new solutions for local authority and local schools
- ❖ Constantly work with third party vendors to provide and manage required business solutions and services for our customers
- ❖ Managing and prioritising workload through internal systems as well as deploying multiple projects
- ❖ Management and administration of images for end client's computer systems for large scale deployments
- ❖ Building, configuring and administering servers: MS Windows Server 2003, 2008-R2 and 2012-R2
- ❖ Implement cost effective solutions for the education sector, i.e. Office 365 for Education and Google Suite for Education (GSuite)

BT Engage IT (Contract)

Field Service – Hybrid Engineer – Desktop Support

October 2011 – April 2013

Sheffield, Field Based

Fix computers and computer equipment on site and over the phone. Break fix, configuration, and installation of all sorts of IT equipment.

- ❖ Installing and Configuring Systems per client's requirements
- ❖ Installation, configuration, diagnostics of MS Win XP, Win7, Server 2003, 2008-R2, installing and setting up Citrix on thin clients. And also supporting mobile devices on iOS and Android
- ❖ After a new install and configuration, train user on how to operate hardware as well as software
- ❖ Adding/creating Users & Computers to Domain/Network
- ❖ Setting up users on Blackberry and configuring to the Domain/Network & VPN
- ❖ Adding peripherals on the network as per clients configuration (i.e. multi-functional printers, scanners, data storage, PDAs and etc..)
- ❖ Installation, configuration, servicing, fault finding and repairing of Servers, Desktops, Laptops, Notebook, UltraBooks, Mobile devices and Printers
- ❖ Creating and deploying images using Windows based WDS & MDT and using Linux based FOG Server to create and deploy images
- ❖ Also giving other Field Engineers support to complete their work within SLA's
- ❖ Installation of Email Software (i.e. Lotus Notes & MS Outlook),
- ❖ Installation & configuration of Microsoft Applications (from MS Office to Antivirus & more...)
- ❖ Dealing with over 500+ users while on site at DHL Head Office directly and indirectly via remote support using tools such as PCAnyware and Unicenter. Also maintaining daily backups and looking after 8+ servers using Windows 2008R2

Computacenter (Contract)

Aug 2011 – Oct 2011

1st Line Analyst

Linford Wood, Milton Keynes

Providing optimum service to customers as a first point of contact for any IT related issues. The primary duties were to receive and accurately log incidents, providing resolution wherever possible, or to pass those incidents onto the most appropriate technical teams for resolution, within the agreed SLA's.

Sanderson RBS (Contract)

February 2010 – March 2011

1st / 2nd Level Analyst

Crownhill, Milton Keynes

To provide 1st/2nd line technical support; answering support queries via phone and email and to maintain high degree of customer service for all support queries and adhere to all service management principles. Assisting all customers with their queries about any of supported hardware, software and computing platforms in a professional and courteous manner.

Wincore-Nixdorf (Contract)

Nov 2008 –Jan 2009

Field Service Engineer

Stevenage, Field Based

Fix computers and computer equipment on site. Break fix, configuration and installation of all sorts of IT equipment. Help other engineers to resolve & troubleshoot problems over the phone.

- ❖ Adding peripherals on the network as per clients configuration (i.e. printers, scanners, data storage, and etc..)
- ❖ Servicing, fault finding and repairing printers and stripping them to bare bone and then putting it back together and including Break fix
- ❖ Installing Operating System from MS Windows 2000/3, Microsoft XP/Vista and also installing and setting up Citrix on thin clients,
- ❖ Installation of individual components to rebuild on Desktops & Laptops - Including Break fix
- ❖ Installing and setting up Software to clients specific needs (Microsoft Applications and also Specialised Applications)

Emerton News

April 2007 – July 2008

Proprietor

Wolverton. Milton Keynes

Embarked on a personal project to develop a convenience store into mini supermarket whilst increasing revenue by 40% and significantly increased customer base.

BT Engage IT

Field Service – Hybrid Engineer – Desktop Support

June 2001 – April 2007

Sheffield / Home Based

Fix computers and computer equipment on site and over the phone. Break fix, configuration, and installation of all sorts of IT equipment. Also training new employees in the field especially with the software side of it. Time to time I'd cover site to log and try and fix problems over the phone or visit user if available on site.

- ❖ Installing and Configuring Systems per client's setup
- ❖ Adding/creating Users & Computers to Domain/Network
- ❖ Setting up users on Blackberry and configuring to the Domain/Network & VPN
- ❖ Adding peripherals on the network as per clients configuration (i.e. multi-functional printers, scanners, data storage, PDAs and etc..)
- ❖ Installation, configuration, servicing, fault finding and repairing of Servers, Desktops, Laptops and Printers
- ❖ Creating and deploying images using Ghosting software
- ❖ Also giving other Field Engineers support to complete their work within SLA's
- ❖ Installation of Email Software (i.e. Lotus Notes & MS Outlook),
- ❖ Installation & configuration of Microsoft Applications (from MS Office to Antivirus & more...)
- ❖ Installing Operating System from MS Windows NT 4.0, Windows 2000/3, Microsoft XP/Vista and also installing and setting up Citrix on thin clients
- ❖ Dealing with over 500+ users while on site at DHL Head Office directly and indirectly via remote support using tools such as PCAnyware and Unicenter. Also maintaining daily backups and looking after 8+ servers using Windows 2K.

Action Computer Supplies (now www.insight.com)

Post Sales Technical Specialist (Permanent)

August 1997 – June 2001

Alperton, Wembley

Manage and support the implementation of projects and customers closed by the sales teams supported. Proactively assess solution specifications in light of changing customer requirements and recommend solution changes that optimise value.

- ❖ Testing of new hardware and software and then document the findings for sales and pre-sales teams
- ❖ Support, resolve & escalate where possible users issues after purchasing products from the company
- ❖ Liaison with supplier and manufactures to quickly resolve issues for the end user
- ❖ Created and maintained a support forum for the company
- ❖ Created an intranet with FAQs and directory of all suppliers and manufactures

Time Computer Systems Ltd

Technical Co-ordinator (Team Leader)

Oct 1996 – August 1997

Crawley, West Sussex

Offering support and acting as a liaison with the Head Office for other technical members of the Time Computer Systems. My role included problem solving, ordering of parts and using feedback to create a monthly technical newsletter.

McDonald's Restaurant Ltd

Floor Manager

Feb 1989 – Sept 1996

Crawley, Gatwick, W Sx

Manage and direct and as well as coach and motivate staff through observation and action.

Currys Superstore

Salesperson (par-time)

June 1993 – August 1996

Crawley, West Sussex

Specialised in selling all electrical & computers and computer accessories

TECHNICAL COMPETENCE

Hardware: Servers ♦ Desktop Computers ♦ Laptops ♦ Netbooks ♦ Tablets ♦ Mobile Devices ♦ Apple iMacs ♦ Printers ♦ Projectors ♦ Scanners ♦ Network Switches ♦ Access Points ♦ Interactive Whiteboards & Interactive Projectors ♦ Digital Cameras ♦ CCTV Systems

Operating Systems: Server - 2003, 2008, 2008-R2 2012 R2 2016 ♦ MS Windows Client Operating Systems: XP, Windows 7, Windows 8 & 8.1 ♦ Windows 10

Software Applications: Sophos Antivirus & Firewall ♦ Sophos Encryption ♦ Redstor Cloud Backup ♦ Redstor Centrastage ♦ Hyper-V ♦ VMWare ♦ DNS ♦ DHCP ♦ IIS ♦ SQL ♦ Citrix XenApps ♦ Mobile Device Management (MDM) ♦ LAN ♦ WAN ♦ VPN ♦ Symantec Backup Exec ♦ Apple VPP & DEP ♦ Google Suite ♦ Web Design ♦ MS Office 2010, 2013, 2016 & Office 365 ♦ WES (Warehouse Execution Systems) ♦ AutoStore ♦ Dematic Shuttles

QUALIFICATIONS / COURSES

- Project Management Foundations
- Effective Time Management
- Managing Your Time
- Microsoft Teams Essential
- Learning Debian Linux
- Learning Linux Command Line
- Oracle Database 12c: Basic SQL
- Windows 10
 - Intune Device Management
 - Manage Remote Access
 - Time and Tricks
 - Advanced Troubleshooting for IT Support
 - IP Pros Essential Training
 - Anniversary Update New Features
 - Computer Literacy
- Windows Autopilot Essentials
- Milton Keynes Council – Project Management Course
- Microsoft Certified IT Professional (MCITP)
 - MCTS – Windows 7, Configuration
 - MCTS – Windows Server 2008 Applications Infrastructure: Configuration
 - MCTS – Windows Server 2008 Active Directory: Configuration
 - MCTS - Windows Server 2008 Network Infrastructure: Configuration
 - MCITP - Enterprise Administrator
- Cisco – C405 Cisco Awareness
- HP – Desktops, Workstations & Notebook [2010]
- HP – APS HP ProLiant Systems
- Toshiba - Configuration and Systems Support Programme (CSSP-A/i)
- MS Windows - Installing & Configuring MS Windows 2000 File & Print Servers
- MS Windows - Pre-Installing & Deploying MS Windows 2000 Professional
- Compaq - Compaq System Architecture
- Compaq - Compaq Systems Technologies Course
- MS Windows - Administering Microsoft Windows NT4.0
- Toshiba - Computer Service Engineering
- Toshiba - CSE-E/i
- HND in Business Information Technology
- BTEC – National Diploma in Information Technology Applications
- RSA in Information Technology
- City & Guilds in Information Technology (NVQ2)
- Followed GCSE course in 5 subjects including English and Mathematics

HOBBIES & INTERESTS

The following are just a few hobbies:-

- like to keep up with the latest gadgets available in the market
- Enjoy cooking with different culture foods and fusing and innovate to make something completely unique
- Swimming
- Cycling
- Walking