



Jahed Ahmed

Deployment Manager

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Languages

English

About

With a strong background in tech support roles, I'm skilled at problem-solving and customer service. My adaptability makes me ready for the fast-paced retail environment, where my technical capabilities can enhance store operations and customer experiences.

BRANDS WORKED WITH

Camden Council

KMB

NHS

University of East London

University of Goldsmiths

Experience



● Junior Infastructure Engineer

Camden Council | Apr 2021 - Now

- Citrix configuration and management of queries / issues
- Cloud based technology
- M365 and Office 2016
- Supporting 1st / 2nd line
- Built configured, transitioned, administrated and supported infrastructure technologies and solutions
- e.g. storage, networking, physical infrastructure, software, cloud, commercial off the shelf (COTS) and open source packages and solutions.
- Managed end user device deployment stack (Azure Intune, Jamf, Google, Automox) used to build, manage and deploy third-party patches, enforce security configurations, deploy software to Apple, Windows and Chrome devices
- Installation, configuration and management of devices through Desktop Authority (Quest)

● Service Desk Analyst

University of Goldsmiths | Feb 2020 - Jul 2020

- Deploying imaged windows 10 to windows 7 machine via SCCM 2012
- Responding to user requests while migration is taking place
- Deploying Application via SCCM and softwarecentre
- Providing remote assistance to windows and MacOS
- Responding and troubleshooting escalated issues from 1st line support
- Performing daily routine audit to ensure machines are working at their optimum level.
- Assisting users on windows 7 and windows 10 machines
- Introducing Office365 and OneDrive to end users and demonstrating usage
- Deployed and configured new PC, Printers and Scanners for various departments
- Ensuring old hardware are securely erased and stored for recycling
- Creating KB Documentations on re-occurring issues and sharing across team mates
- Exposure and administration to Munki Repo, Pulse Secure and other bespoke softwares
- Coordinating with PM to ensure all softwares are deployed and available to users.
- Attending progress meeting with PM and Team to ensure effective efficient tracking and reporting
- Day to day BAU providing technical support to end users



● Desktop deployment & Support Engineer

University of East London | Mar 2019 - Jan 2020

- Capturing, restoring and deploying Windows 10 computers from Windows 7 via SCCM2012
- Over 2000 new Windows 10 desktop & laptop deployment
- Responding daily to user requests and system requirements while migrations are taking place

- Monitoring SCCM for OS and software deployments - then responding to users with issues
- Supporting and troubleshooting users on Windows 7 and Windows 10
- Creating KB Documentations on re-occurring issues and sharing across team mates
- Introducing Office365 and OneDrive to end users and demonstrating usage
- User Active Directory account maintenance and changes
- Deploying applications via SCCM and software center
- Analysing and escalating complex technical issues to 3rd line support by providing event viewer and app logs
- Exposure and administration of JAMF Mac management tool to effectively support Mac users
- Deploying 8 devices per day to end users on a strict deadline
- Ensuring old hardware are securely erased and stored for recycling
- Working with PM, making sure all software and applications are deployed and available to users
- Attending progress meeting with PMO to ensure efficient tracking and reporting
- Day to day BAU technical support to end users

● Desktop Support Engineer

NHS | Aug 2018 - Feb 2019

- Imaging PC's and laptops using SCCM and Acronis
- Migration of data from old to new PC's/laptops
- Supporting users on Windows 7 and Windows 10
- Building and preparing new computers/laptops for end user deployment
- Configuring user profiles including Outlook and network drives
- Deployed all new PC, printer, scanner installation for various GP surgeries
- Installing printers, scanners and bespoke NHS hardware

● Senior Desktop Support Analyst

KMB | Sep 2016 - Jul 2018

- Building and configuring multiple servers, including Windows Server 2012
 - Managing Windows Server 2008 R2 including roles and features
 - Configured Active Directory and managing User accounts and Group Policies
 - Supporting 3 Sites, (Park Royal, Elephant & Castle and Barking)
 - Supporting a team of 5 foreign students on day to day basis
 - Remote administration and management of customer premises equipment
 - Remote support provided, carrying out fault resolution and diagnosis
 - Configured and administered Microsoft Exchange 2010 including email accounts
 - Day to day training and support of junior team members
 - 1st line technical support, answered support queries via phone & email
 - Installation and setup of teaching lab applications (Sage 50, QuickBooks, Microsoft Office, Adobe, Avast virus)
 - Day to day maintenance of backup system including tape replacement and secure storage
 - Setup and configuration of Cisco and NetGear switches
 - Patching data points within Hub rooms and configuration of routers
- Previous

Education & Training

2016 - 2017 ● **Newham College**

Diploma in ICT,

2009 - 2013 ● **Langdon Park School**

GCSE's,