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| Asif Adam  59 Mornington Rd, London E11 3BG · H: 020 82816150 M: 07950232107  adam.asif@gmail.com |
| Highly skilled Application Support Analyst with experience in Windows, Unix and Linux-based systems. Vast experience in high-volume environments including SaaS platforms, with strong analytical, communication, and organisational abilities. Complex problem solver able to thrive in fast-paced and challenging roles. |

# Experience

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| 06/2019 – Current (Contract)APPLICATION SUPPORT ANALYST, CRU INTERNATIONAL LTD Working in the Information Technology team, I am responsible for supporting CRU's software systems and the interfacing of these systems with third party applications.  My main responsibilities are 1st and 2nd level support of their existing applications for use both by internal users and clients.   * Liaise with customers and understand problem domains. * Management and escalation of issues for Level 3 teams and vendors. * JIRA ticket support for online and internally developed applications. * Facilitation of testing including system, user acceptance, performance and integration testing. Writing test scripts, testing bug fixes as well new releases. * Management of Change Requests. * Work effectively with DBAs and testers to ensure software meets the needs of the customers and uses database resources effectively. * Create user guides for existing and new software releases. * Gained exposure to Salesforce – admin as well as well as support. * Worked with CMS – Umbraco and Jive – Intranet Application. * Desktop support inc Windows OS and MSOffice applications.  10/2013 – 06/2019Software Implementation CONSULTANT, metafour uk ltd Working closely with the project manager to manage multiple and concurrent software implementation projects, from planning and initiation through execution and closure, assuming full accountability for quality and timely delivery.   * Create project plans for new implementations and allocate resources. * Onboarding new clients from project initiation through to Go Live. * Provide pre-and post-sales support to sales team – identify opportunities for upsell. * Define, analyse and document client’s business processes to plan software configuration. * Author specifications based upon client’s software requirements, including business cases and managing change requests. * Provide one to one, classroom-based or remote training of software. * Provide 1st and 2nd line technical support. * Test plan preparation, testing and bug reporting.  kEY ACHIEVMENTS  * Introduced new project management software ‘Teamwork Projects’ to manage implementations and other projects more efficiently and reduce software implementation time for new clients. * Managed the Implementation and Support change team to introduce new processes and procedures to help the company to meet their targets. * Introduced and managed presentations of new software releases to existing clients, which allowed upsell of existing and new products. * Introduced and managed classroom-based training for existing clients which lead to upsell of training days. * Prince 2 Foundation |
| 07/2008 – 10/2013Implementation and support team lead, metafour uk ltd Working with the product manager to improve and enhance product, from consultation with new and existing clients. Working with sales team pre and post sales to provide product expertise and working with account manager to provide consultation on best use practice of software. Managing the support team in our Asia office (Metafour Asia) and UK as well as new client software implementations.   * Analysing new clients existing business processes and customizing our software to improve and streamline their business processes. * Allocating resources for new implementations. * Managing and monitoring supports tickets using Mojo Heldesk  kEY ACHIEVMENTS  * Introduced new help desk and ticket tracking software ‘Mojo Helpdesk’ to improve customer support experience, better support management and ticket tracking. * Implemented rental of handheld hardware to clients with a minimum contract of 2 years, to provide better support and increase revenue. * Introduced three levels of support and support hours for clients, which reduced telephone and email support, allowed us to provide a better customer support experience and increased revenue.  07/2003 – 7/2008application support specialist, metafour ltd  * Provided 1st and 2nd line support for proprietary software. * Managed support escalation to 3rd line support and 3rd party suppliers. * Installation, administration and support of Linux (RHEL 4) OS. * Red Hat Enterprise Linux 4 System Administrator.  09/1998 – 7/2003system support analyst, metafour ltd  * Provided telephone and remote support for proprietary software and SCO and Digital Unix servers. * Provided onsite installation and support of hardware, software and SCO and Digital Unix OS. * 10BASE2 and Ethernet network installation. * Provided onsite and remote Y2K OS patches for SCO and Digital Unix * Provided remote Y2K upgrades for proprietary software * Shell scripting * MCP in Windows NT  08/1997 – 9/1998Project support officer, London Borough of barking and dagenham  * Worked on the Thames Gateway project. * Assistant Project Manager - Coordinated the activities of projects to ensure cost, schedule, document control and quality standards were met. |
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# Education

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| july 1997BEng chemical engineering, South bank university london Studied a four-year degree course at South Bank University London, including a sandwich placement in the third year.  My sandwich placement was at Thames Water, R&D department as a Process Engineer. Based in Reading, Berkshire. |
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# Skills

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| * Familiar with AGILE & SCRUM processes * Prince 2 Foundation * Bugzilla – bug tracker and testing tool * Familiar with Salesforce * Familiar with CMS – Umbraco * G-Suite for Enterprise | * Mojo Helpdesk and JIRA – helpdesk software and support tracking software * Teamwork Project – Project Management software * Familiar with Jive – Intranet software * Familiar with Nagios – Server monitoring software |

# Activities

I enjoy keeping fit, which includes going to the gym and Taekwondo. I also took part in the Tough Mudder competition in 2017 and more recently in May 2019.

I am also an active member of my local community with 20+ years’ experience of youth work. With the help of two other local volunteers we run a youth service once a week at our local youth center. I am also a FA Level 1 qualified coach and co-coach a Under 12’s and Under 9’s football team. Both teams are part of the FA league.

References available on request.