



Fatima Hassan

IT Support Technician

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IT graduate from De Montfort University with **2 years of part-time helpdesk experience** supporting 25,000 students and 3,000 staff. Resolved over **800 support tickets** with a 94% first-contact resolution rate. Holds **CompTIA A+** certification. Experienced with Windows, macOS, Active Directory, Office 365, and remote desktop support tools.

EXPERIENCE

IT Helpdesk Technician (Part-time), De Montfort University IT Services, Leicester

Sep 2023 – Jun 2025

First and second line support for the university's IT estate serving 25,000 students and 3,000 staff.

- Resolved over **800 support tickets** across 2 years, covering password resets, network connectivity, software installation, and hardware faults
- Maintained a **94% first-contact resolution rate** and an average ticket closure time of **18 minutes**
- Wrote **15 knowledge base articles** for common issues (VPN setup, printing, email configuration), reducing repeat tickets by an estimated **20%**
- Trained **40 new students** on the university's IT systems during Freshers' Week induction sessions

Retail Sales Assistant (Part-time), Currys, Leicester

Sep 2022 – Aug 2023

Part-time sales role in the computing and tech department.

- Advised customers on laptop and desktop purchases, consistently ranking in the **top 3 of 12 staff** for monthly accessory attachment rates
 - Performed **basic setup and data transfer services** for 15+ customers per week

EDUCATION

BSc (Hons) Information Technology in Information Technology, De Montfort University, Leicester

Sep 2022 – Jun 2025

Upper Second Class Honours (2:1, **64% average**). Final year project on *automating Windows workstation deployment using MDT and PowerShell* received **68%**.

- Relevant modules: IT Service Management (ITIL), Network Fundamentals, Systems Administration, Database Management, Cybersecurity Essentials
 - Completed part-time IT helpdesk role alongside studies (see experience above)

SKILLS

Windows 10/11 & macOS Administration • Active Directory & Group Policy • Microsoft 365 Administration • Remote Desktop & VPN Support • ServiceNow (Ticketing System) • Basic Networking (TCP/IP, DNS, DHCP) • PowerShell Scripting (Basic) • Hardware Troubleshooting (Desktops, Laptops, Printers) • ITIL Foundations Knowledge • Customer Communication & Empathy • Knowledge Base Documentation • Patch Management (WSUS)

CERTIFICATIONS

CompTIA A+, CompTIA

Jun 2024 – Jun 2027

ITIL 4 Foundation, PeopleCert / Axelos

Feb 2025 – Feb 2025

LANGUAGES

English - Native • Somali - Conversational

PROJECTS

Windows Workstation Deployment Automation (Final Year)

Sep 2024 – May 2025

Automated the deployment of Windows 11 workstations using Microsoft Deployment Toolkit and PowerShell.

- Created a **zero-touch deployment image** that reduced workstation setup time from **3 hours to 40 minutes**
- Automated the installation of **18 standard applications** using a PowerShell script with silent install parameters
 - Tested the deployment across **5 hardware configurations** (Dell, HP, Lenovo) with a 100% success rate

Knowledge Base Improvement Project (University IT)

Jan 2024 – Jun 2024

Reviewed and rewrote the IT helpdesk knowledge base to improve self-service resolution.

- Audited **45 existing articles** and identified 18 that were outdated or inaccurate
 - Wrote **15 new articles** with step-by-step screenshots for common issues
- Self-service resolution rate increased by an estimated **20%** in the following semester

REFERENCES

David Ashton, IT Service Desk Manager, De Montfort University, david.ashton@dmu.ac.uk, +44 7700 900 372

EXTRA CURRICULAR ACTIVITY

Volunteer IT Support – Leicester Community Centre
Mar 2024 – Jun 2025

Provided free IT support at a weekly drop-in session for elderly residents. Helped **60+ individuals** with smartphone setup, email accounts, online banking, and video calling over 12 months.

Member – BCS (British Computer Society), Student Chapter
Sep 2023 – Jun 2025

Attended **6 industry talks** and 2 career networking events organised by the BCS Leicester chapter.