







Ausama (Sammy) Ramadan

07455 978110
 sammy@oxford-ramadan.co.uk
 www.oxford-ramadan.co.uk

PERSONAL STATEMENT

I am an enthusiastic and passionate individual, working conscientiously either by myself or as part of a team. I have an extremely varied skill base and pay great attention to detail, taking pride in my work. I have excellent communication skills, dealing effectively with colleagues, clients and members of the public alike. I thrive in both high pressure and more relaxed situations and enjoy the challenges presented by both. I am very quick to learn and enjoy using my problem solving skills wherever possible to improve my knowledge and performance in any given situation..

EXPERTISE

					
Cyber Security	IT Support/HelpDesk	LAN/WLAN	Virtual Technologies	Microsoft Azure Services	VOIP



TECHNOLOGIES USED

Mimecast	● ● ● ● ●	Veeam	● ● ● ● ● ●
Sophos Security	● ● ● ● ●	VMware	● ● ● ● ● ●
Gamma	● ● ● ● ●	Sage v18 to present	● ● ● ● ● ●
Timico	● ● ● ● ●	Quickbooks Enterprise	● ● ● ● ● ●
MS Azure Cloud Services	● ● ● ● ●	Teamviewer/Logmein12	● ● ● ● ● ●
Datto	● ● ● ● ●	3/Radmin/Datto RMM	● ● ● ● ● ●
Windows Server	● ● ● ● ●	VPN	● ● ● ● ● ●
Office365 Services	● ● ● ● ●	Remote desktop	● ● ● ● ● ●







WORK EXPERIENCE

2014 - PRESENT DAY	2010 - 2014	2004 - 2010
TipTopIT & You Need An IT Guy Limited	Maxnett Limited	Sainsbury's supermarket
IT Operations Manager/ HelpDesk & Projects Manager	HelpDesk/Network Support Admin & On Site Engineer	Online CTS/ Shopper

QUALIFICATIONS

	2005 – 2009 Middlesex University	BSc Honours Upper Second Computer Networks
	2003 – 2005 City of Westminster College	BTEC First Diploma IT Practitioners & City & Guilds Advanced Diploma for IT Users

INTERESTS

					
Eating out	Watching movies	Traveling	Airsoft	Motorbikes	Flying