# Ahmad Pilwar BSc

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## Personal Profile

An experienced Technical Support Manager (service, training & operational) with vast solid operational, training, technical, sales and troubleshooting repair expertise. Experienced in technical service, internal & external training (product and service), sales and a team player who is reliable and adaptable to dynamic environments..
Currently working in Technical Support for an online software company (Mentor), expanding on my organisational skills and continued reliability.

## Education

**Sept 2025:** **Customer Success Fundamentals certified (Customer Success U)**

**Feb 2025:** **Cybsafe Certification in Security Awareness (Cybsafe - CCSA)**

**Oct 2024:** **Office Administration & MS Office certified (Oxford Home - OHSC)**

**Feb 2019:** **Service Desk Institute (SDI)**
**'Service Desk Manager' (certified)**

**Feb 2006-June 2008:** **University of Worcester**
**'BSc in Information Technology for Education and Training'**

**Modules included:**

- The Psychology of teaching & learning
- Information systems analysis & design
- Advanced Web Design
- Internet Technology
- Professional issues in ICT
- ICT and Education

**Dissertation:** My dissertation involved the development of computer simulated teaching of Mathematics to children. The program also incorporated an e-commerce shopping cart.

**Sept 2004-July 2005:** **University of Wolverhampton**
BSc in Computing

**2002-2004:** **Arrow Vale High School, Redditch, Worcestershire.**

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|---|---|---|
| 'A2' Levels | Information Technology | C |
| | Media Studies | E |

**2000-2002:** **Arrow Vale High School, Redditch, Worcestershire**
6 GCSEs including English, Mathematics and IT (A-C)

## Skills

**Computing:** Well versed in using Windows XP, Vista (Microsoft servers) and a basic understanding of Linux and MAC OS. I also have experience using Microsoft Office 365 applications, desktop applications and Adobe Dreamweaver/Photoshop (basic) and Illustrator (basic). A basic understanding of web languages such as CSS, HTML and ASP.NET (also SQL). Experience of installing hardware and software into desktop PC's. Proficient in AVG, inkjet printers and certain PC security systems, including being a BarTender label software expert. Second line point of contact for dealing with complex issues or escalations.
**Sales:** Confident individual, with sales skills built up through general life experiences and via working at KTEC. Attended countless exhibitions (food, packaging, printing) at a variety of locations in England, where sales skills were crucial in encouraging visitors to the stand and consistently displayed excellent negotiating and sales skills.
**Learning and Research:** Familiarity with computing literature and journals, both internet and library based. Excellent ability to understand user and service manuals. Efficient time-management and self-reliant learning skills which were developed at university.
Troubleshooting proficiency with vast technical knowledge
**Communication Skills:** Excellent interpersonal skills, built upon through management and previous experience. Presentational skills gained from sales elements at KTEC and seminars during my BSc course have ensued confident interaction with peers. Exceptional telephone etiquette and patient/diligent approach to support scenarios, with the ability to make correct and effective decisions.

## Employment History

**Jan 2025 -Present** — **Mentor Software, Leicester.**
**F**ull Time Support Technician at Mentor. Acquiring many skills throughout my position at Mentor such as SaaS software support, using Hubspot ticketing system, local & remote support, liaising with clients (via tickets, e-mail or VoIP) and team collaboration meetings.

**Feb 2024 -Jan 2025** — **P.I.L.S Properties, Redditch, Worcestershire.**
Temporary/Voluntary Property Manager at P.I.L.S Properties (local family business). Role entails basic admin (spreadsheet updates, calculations and paperwork), ensuring rent is paid on time, checking property/properties condition and general maintenance.

**Sept 2009 -Feb 2024** — **KTEC Technologies LTD, Redditch, Worcestershire.**
Full Time Technical Support Manager at KTEC. Acquired many skills throughout my position at KTEC such as hardware/software support, training end users (on-site) with the hardware/software, local & remote support, additional networking and database knowledge. I have managed the support department since 2018, to which I have gained a vast knowledge of management (hiring & interviewing, meetings, training, holidays, rota's/schedules and escalations/decision making).

**April 2009 - May 2009:** — **Primrose Nursery, Birmingham.**
Voluntary work, helped to fix a network error. Worked closely with the Operations manager.

**July 2003 - Aug 2004 & Sept 2005 - Feb 2006:** — **Vision Express, Redditch, Worcestershire.**
Part time/Full time Lab Manager and Lab Technician at Vision Express. Offered support and assistance to new recruits.
Acquired excellent motivational skills, leadership skills, customer service skills, teamwork and technical skills. The position also enabled me to expand on previously gained transferable skills.

**March 2002 -Sept 2002:** — **Pizza Hut, Bromsgrove, Worcestershire.**
Part time waiter at Pizza Hut. Gained proficient transferable skills and customer service skills.

## Work Experience

**June 2000:** — **School work experience – MG Rover ltd - Longbridge**
Work experience in the I.T. department. Work involved understanding CAD and responding to queries. Gained an insight into how the cars were assembled.

**June 2002:** — **School work experience – ASI Computer plc - Redditch**
Work experience in the I.T. department. Work involved responding to staff's technical problems and working within production section (building computers).

## Hobbies and Interests

- ❑ Comedy, public speaking and performing arts
- ❑ Various genre of music and playing the violin/guitar (basic)
- ❑ I support Arsenal football club.
- ❑ I enjoy running and playing tennis regularly
- ❑ Computer software and modern technologies
- ❑ Socialising with new people
- ❑ Current Affairs (keeping up to date with local and international news via different media)
- ❑ I have twenty years experience of buying and selling various items on Ebay.co.uk

## Achievements

- ❑ I posses an ABRSM violin grade 5 certificate.
- ❑ I successfully completed the Duke of Edinburgh bronze expedition
- ❑ Elected as student representative for the Education Department at Worcester University
- ❑ Managed a 5-aside football team at my local sports centre (Redditch Rangers FC)
- ❑ I have been awarded several tennis trophies whilst playing for the Redditch Tennis Club.
- ❑ Service Desk Manager (SDI accredited)
- ❑ Office Administration certified (OHSC - Oxford Home)
- ❑ MS Office certified (OHSC - Oxford Home)
- ❑ I possess a Full, clean UK driving license.

## Referees

References available upon request.