



Muaaz Vorajee

IT Support Professional

Level 1 Support · Multi-channel · Open to IT opportunities

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Birmingham, England, United Kingdom

PROFILE

IT Support Professional with first-line support experience in fast-paced environments. I've delivered Level 1 support to users and administrators through calls, email and support portals—troubleshooting issues, following process, and communicating clearly through to resolution.

I'm developing my career across technical support, systems, networking and cybersecurity, and I'm open to IT roles where I can gain hands-on experience and contribute to a strong support team.

CORE COMPETENCIES

Customer Service · Customer Analysis · Technical Support · Level 1 IT Support · Calls, Email & Portal Support · Troubleshooting · Process-driven Support · Clear User Communication · Systems & Networking · Cybersecurity (developing)

EXPERIENCE

Customer Service Analyst · [TalentBegins](#)

June 2024 – August 2026

United Kingdom · Level 1 support on a 24×7 desk · Phone, email & support portal

- Delivered first-line (Level 1) support to end users and application administrators, helping them resolve issues quickly and return to work with minimal disruption.
- Handled inbound requests across phone, email and the support portal—logging, prioritising and working tickets through to completion within agreed service expectations.
- Troubleshoot common application and access issues by following runbooks and documented procedures, escalating only when required so specialist teams could focus on complex cases.
- Communicated clearly with non-technical users: confirming impact, explaining next steps and keeping customers updated while issues were investigated.
- Worked as part of a 24×7 rota, maintaining consistent quality and handover discipline during busy periods and out-of-hours cover.
- Built strong customer service habits—active listening, accurate note-taking and professional tone—while developing the foundations for a longer-term IT support career.

EDUCATION

A Levels: English Linguistics, Criminology, Law

September 2023 – 2025

King Edward VI College

GCSEs: English, Maths, Science, Computer Science, Engineering

September 2018 – June 2023

Higham Lane School