

Bhavesh Narsai - Bolton, UK | Remote

Experienced IT professional with expertise in technical problem-solving, consulting, technical writing, and project management. Known for navigating complex challenges with analytical prowess and strong communication skills, I deliver top-quality results and prioritize customer satisfaction. My leadership skills, collaborative approach, and ability to quickly learn new technologies make me a valuable asset to any team.

EXPERIENCE

BAV Tech Solutions, Bolton | Remote — Founder

January 2024 - Present

Launched and operate a remote tech support and consulting business. Focused on helping individuals and businesses solve everyday tech challenges with tailored, practical solutions.

NCC Group, Manchester — *Software Build Consultant*

March 2019 - December 2023

Operating as part of a dedicated team to create build environments to ensure that software applications can be rebuilt from their component source code in an independent secure test laboratory.

- Gathering information via technical reports, questionnaires and presale scoping calls to identify the technology stack required to recreate a build environment.
- Procuring and organising the purchase of any third party software, software licenses or utilities to create a build environment.
- Creating and ensuring a complete list of third party software development tools are available to the team.
- Setting up virtual build machines to transform source code into an executable format.
- Liaising directly with software vendors and licensees to troubleshoot and resolve any problems encountered during the build process and testing.
- Creating comprehensive technical reports with essential information for rebuilding software, tailored for software development documentation and user guides.

NCC Group, Manchester — *Verification Consultant*

November 2015 - March 2019

Visiting UK and global client sites, to audit and document the process required to build and deploy software applications from their component source code.

- Managing and delivering diverse business continuity solutions and services with a strong focus on project management and service delivery.
- Collaborating with developers to understand and document processes effectively.
- Extensive exposure to a wide range of build and deployment tools throughout the software development lifecycle (SDLC).
- Creating comprehensive technical reports with essential information for rebuilding software, tailored for software development documentation and user guides.

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<https://bavtechsolutions.com>

SKILLS

Consultancy
Technical Presales
Service Delivery
Information Gathering
Troubleshooting
Problem Solving
Customer Focused
Project Management
Software Technical
Writer/Author (MS Word, Madcap Flare)
Software Development
Lifecycles(SDLC)
Continuous Integration
(Jenkins and TeamCity)
Databases(MySQL, SQL, Microsoft Access, Oracle)
Programming(PHP, VB.NET, VBA, Python, Bash, PowerShell)
Microsoft Office
Office 365
Active Directory
Networking
Social Media
Web Development(SEO, HTML, XML, CSS)
Windows, Mac, Linux
Virtual Machines

NCC Group, Manchester — Integrity Test Analyst

December 2014 - November 2015

Integrity testing of standard deposits. Validation and verification of source code deposits in a fast paced environment.

- Processing customer deposits efficiently.
- Administration and technical support to client accounts on the external customer deposit portal.
- Logging of integrity test results in the corporate systems.
- Creation of client integrity test report.

Vita Cellular Foams, Middleton Manchester — IT Data Analyst/Developer

March 2014 - October 2014

Acting as a single point of contact to provide 3rd line support to internal staff for business applications.

- Developing bespoke applications and solutions within Visual Studio 2013 and Microsoft SQL databases.
- Creation of bespoke reports via crystal reports.
- Dealing with ad-hoc requests and providing solutions to simplify processes so they are more efficient.

Antler Ltd, Bury — IT support assistant

February 2013 - December 2013

Assisting using broad knowledge of IT infrastructure systems, providing 1st line technical support to antler stores and basic operational support to internal staff.

- Ensuring efficient operation of the network, administration and maintenance of servers, email, anti-spam and antivirus systems.
- Diagnosing and solving problems with computer systems in a timely manner.
- Coordinating system updates
- Processing nightly backups of Windows servers and data on the network.

Fujitsu, Bolton — Customer Service Technician

September 2012 - October 2012

Providing direct 1st line technical email and phone support to customers nationwide.

- Assisting customers with different problems and queries including password resets , account unlocks and service requests.
- Logging, prioritising, resolving incidents and progressing them until a resolution is reached.

Bolton School, Bolton — ICT Assistant

July 2010 - September 2010

Assisting within the IT helpdesk environment as an IT generalist.

- Data entry of computer asset data
- Installing, and updating new and old computer systems.
- Moving various ICT peripherals and hardware around the school.

(VirtualBox, VMWare ESXi, Hyper-V)

Cloud Computing
(Microsoft Azure Amazon Web Services (AWS))

AI (ChatGPT)

INTEREST & HOBBIES

Technology
Emerging Technology
Gym
Running
Football
Music
Reading
Travel

EDUCATION

University Of Salford, Manchester — *BSc(Hons) Business Information Technology*

2009 - 2012

2:1

Bolton Sixth Form College North Campus, Bolton —

2008 - 2009

BTEC National Business studies – DD(equivalent to 2 A grade A-Levels)
A2 ICT Grade C

2007-2008

AS ICT Grade C
GCSE Maths grade C

2006-2007

Studied GNVQ Business Studies for a year and obtained a Distinction grade
(equivalent to 4 A's)
GCSE English grade C

CERTIFICATIONS AND COURSES

July 2018

[Cherryleaf Technical Author/Technical Writing \(with Assessments\) training course](#)

May 2020

[Microsoft Certified Azure Fundamentals](#)

June 2020

[Google IT Automation with Python](#)

[AWS Certified Cloud Practitioner](#)

August 2020

[Microsoft Certified: Azure Administrator Associate \(AZ-104\)](#)

November 2023

[Google IT Support](#)

ADDITIONAL INFORMATION

Full UK driving license

University - Delivered a group project as deputy team leader to construct a data support system for a company in the North West of the UK.

Delivered an extensive research project around the topic of social media marketing for small business enterprises for my final year dissertation.