

Mahir Sayar

Dynamic professional with 8+ years of IT and Training experience. Extensive knowledge in marketing, promotion, and business development relating to teaching and IT services.



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Belfast

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Work Experience

10/2015 - 05/2016

Belfast, UK

Tier 1 Technical Support

Godaddy, Concentrix/UK

A global business services division of SYNnex.

Tasks

Handle inbound technical problems from international customers
Retain and increase customer satisfaction
Consult, diagnose and remedy a plethora of technical issues relating to internet and hosting environments

Contact: Angela Nesbitt - angela.nesbitt@concentrix.com

02/2015 - Present

Remote

Freelance

TXQ.IO

Self Employed

Tasks

Website Design
Wordpress Support
Penetration Testing

03/2012 - 02/2016

Educational Coordinator

English Time Language Schools

Tasks

Teacher retention, problem solving approaches and relationship based strategies
Developed E-Learning platform grounded in quality and focusing on key drivers of recruitment, acquisition, retention for 8 branches.
Educate sales staff on most effective ways to develop teacher/technology mix to maximize organizational market share

Contact: Erdem Turkoz - erdem@englishtime.com

Education

02/2016 - Present

Certificate of Ethical Hacking

<http://learningpeople.co.uk>

Courses

Penetration testing
Session hijacking
Denial of service

Evading IDS and honeypots
Enumeration System hacking
SQL injection

06/2005 - 03/2006

Classical Arabic and Latin

Birkbeck, UL

02/2005 - 03/2006

Psychology

Birkbeck, UL

Skills & Competences

Problem Solving and Resolution



Computer Literacy



Team work



Time Management



Leadership



Verbal and written communication



Creativity



Goal orientated



Future focused



Critical thinking



Wing Chun



Painting



Achievements & Certificates

CELTA

Cambridge Aural Examiner

Godaddy Hosting Support Certifications. (100,150,200)

27001 ISO Certification

Training Diploma (H10 Institute, UK)

MCP (Microsoft Certified Professional, 2000)

Languages

English

Turkish

Arabic

Noxchi Mott

Interests

Playing Piano | Debate | Comparative Religion | Painting |
Photography | Olive Oil | Hacking