

# Mahir Sayar



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Belfast

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

## 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 Turkköz - 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