

RESUME

Aubin Bakana

Harvard University's CS50 Certified (Computer Science) | Microsoft Certified Azure Solutions Architect Expert |
Certified Dataiku ML Practitioner | Certified Neo4J Developer | MongoDB Associate

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Professional Summary:

Recent Harvard University CS50 certified. Certified Microsoft Azure Solutions Architect Expert, Neo4J Developer, Dataiku ML Practitioner; MongoDB Associate program completion.

Physics Graduate. Business Administration NVQ Level 3. Focused, target driven and creative self-starter with comprehensive ability to meet deadlines. Work well alone, in team, and under pressure. Knowledgeable about sales & marketing fundamentals, along with business strategy – as demonstrated throughout studies, employment, and business.

Communicate effectively & native French fluent.

Aspirations:

Looking for ideal career opportunity best fitted with skills, drive, ambition, and potential. Open to suitable, varied, and challenging positions in line with skills and experience – temporary, contract, full-time, or freelance. Willing to relocate.

Core Skills: (please visit www.aubinbakana.net for more)

- Azure Development, Operations, Maintenance, & Monitoring
- Cyber Security Operations
- Data Storage, Transformation, Back Up & Disaster recovery
- IaaS/SaaS/PaaS, etc integration
- Windows PC/Servers Administration, Engineering & Networking
- Creativity. Leadership. Organisation. Problem solving. Teamwork

Professional Development:

Microsoft Azure: Certified Solutions Architect Expert

Start date: Dec 2019

End date: On-going

Neo4J: Certified Professional

Start date: May 2023

End date: On-going

MongoDB: Developer

Start date: May 2023

End date: On-going

Dataiku: Certified Machine Learning Professional

Start date: 6th February 2023

End date: On-going

CISCO: CCNA

Start date: 15th May 2019

End date: 15th December 2021(**Discontinued**)

JBC Computers: ICT Secondment

Windows XP & Server, PC Engineering, & Networking Administration, Maintenance & Troubleshooting

Start Date: -

End date: Oct 2010

Education:

2023

CS50, Computer Science

Harvard University, School of Engineering & Applied Science

2010

City & Guild/Microsoft ICT Level 3, Windows XP & Server, PC Engineering, & Networking

Coventry College

2008 - 2009

NVQ Level 3, Business Administration

Thomas Danby College

2004 -2005(Discontinued)

BSc Computing

University of Leeds

1998

Physics Degree

Marien Ngouabi University, Faculty of Science. R of Congo

1995

Bachelor's degree in engineering science, Terminal S (Formerly known as E series)

Lycée premier 1er Mai, R of Congo

Work Experience:**Entrepreneur, Founder & Editor, 05/2020 - 04/2021**

Happy Fruit Co

Duties include the following:

Managing Internet Marketing Campaigns, Content Creation, SEO, Google AdWords, Email Marketing, Social Media & General Business Administration. Reporting to Clients & Interacting with Customers via phone, email & chat. Host & Manage website. Happy Fruit Co was founded as direct consequence of global pandemic. Company run as online magazine - Posted online blogs/articles covering science, technology, entertainment, health & fitness; occasionally running webinars. Affiliate marketing was main source of income.

Achievements:

- Started business with no starting fund, systematically using free online trials to successfully kickstart. Business run for nearly a year.
- Earned just over £10,000 worth in commission in start-up week.
- Built company website: Azure App Service, VMs, Storage Account & WordPress (Website now discontinued - end of business.)
- Used Security Centre, Azure Monitor, Cost Management to manage security, cost, and efficiency among other things.
- Learned & effectively applied knowledge for affiliate marketing from Amazon & other online resources.
- Built relationship with similar businesses & partners.

Complications with Facebook advertising resulted in income steady drop, leading to eventual termination.

Tech Hub Dept Lead ICT Support Engineer, 05/2019 - 07/2019

NHS Digital – Austin Fraser/MCSA, Leeds

- Tech Hub Department Lead Technician.
- 1st, 2nd & some 3rd Line Support.
- Provide hardware and software/application support and resolution for HQ and customer sites' Surface Pro, laptops, and mobile phones, and BYODs with corporate VMware profiles.
- Occasional Desktop support for local HQ.
- Asset return administrative duty for staff leaving company.
- Maintain and manage spares stock onsite and liaise with company customer logistics systems.
- Organise daily workloads with no supervision. BAU. Use of Azure, Remote Windows Server management, including AD DS, Group policy, etc. SharePoint, VMWare, Hyper-V, M365, MDM/ADM, Cherwell (CRM), ISE, etc.
- Face to face ICT support for staff members.
- Trained 3 replacements and ensured smooth transition from existing to new NHS contractor agency.
- Managed department staff, training, and professional growth during transition between agencies.
- Survey of nearly 600 staff indicated 99% positive customer satisfactory feedback. Dealt with over 2000 staff members, from junior to senior, including IT operations & management.
- Tech Hub outsourced to MCSA/Austin Power. MCSA/Austin Power's contract with NHS Digital ended.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Offered friendly and efficient service to customers, handled challenging situations with ease.
- Worked within applicable standards, policies, and regulatory guidelines to promote safe working environment.

3-month contract

Bilingual IT Desktop Support, 01/2018 - 07/2018

PC Specialist Ltd, Wakefield

- Support bespoke computer configuration & related duty, for France, Belgium, Switzerland, and UK French speaking customers and related administrative duties - ranging from data input, tracking deliveries and returns, building quotes, internal administrative duties, Purchase Orders, etc...
- Duties included 1st, 2nd & 3rd line IT support over the phone, email, webmail, and live chat for part/equipment delivery, technical support for related software and hardware problems on PC, Laptops, AiO, & MiniPC (including remote support) in line with assurance/insurance policy, & all administrative duties involved such as RMA, following the company's guidelines.
- SQL Server Administration
- Routinely, visit warehouse and/or factory to collaborate with PC/AiO/Laptops build technicians to help resolve orders issues, sometimes involving faulty computers repair.
- Also built PCs and Laptops - from parts picking to assembly.
- Dealt with individuals and corporations such as universities, laboratories, small/mid and large enterprises, and related issues, including complaints.
- In time, duties extended to UK and other English-speaking countries also.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Carried out day-to-day duties accurately and efficiently.
- Demonstrated respect, friendliness, and willingness to help wherever needed.
- Worked flexible hours.

6-Month contract.

Brand Ambassador/Active Seller for Dell, 10/2017 - 01/2018

Dell Col - REL Agency - at Curry's/PC World, Harrogate

- Duties include Active Selling, staff training & support, stock survey & analysis, Dell hardware & software expertise, and reporting.
- Target & commission driven.
- Mostly face to face interaction with customers.
- Staff and customers Product demonstration and training.
- Continuous products knowledge update.
- Daily report to London-based manager.
- Developed and maintained positive customer relations and coordinated with staff to maintain high standard of customer service, achieving own targets, and positively affecting staff KPI.
- Helped improve sales by 1000% at times.
- Dell outsourced this section of business to REL.
- Worked at Harrogate Curry's/PC World.

Christmas temp only.

Representative/Expert & Brand Ambassador/Active Seller, 01/2017 - 09/2017

Microsoft Co. - McCurrach agency at Curry's/PC World & John Lewis, Leeds, England

- Duties included staff training & support, stock survey & analysis, Microsoft Surface hardware & software product consultation/expertise.
- Reporting and active selling.
- Staff and customers Product demonstration and training.
- Commission & target driven.
- Involves mostly face to face interaction with customers.
- Worked across John Lewis and Curry's PC World stores.
- On-going online and classroom-based Microsoft hardware and software products training; including training for Microsoft products such as Windows 10/10S, Office 365, Microsoft Surface Pro/Book/Laptop and Surface Studio, Skype for Business, MS Team, Windows premium devices & others.
- Occasional travel to Microsoft Headquarter in Reading for training.
- Training & Development on Microsoft ExpertZone (an online training & development forum for Microsoft technicians, clients, representatives, and associates).
- Developed and maintained positive customer relations and coordinated with staff to main high standard of customer service, achieve own targets and positively affect staff KPI.
- Helped triple sales and sometimes increasing by up to 1000%.

3-month renewable contract

ASUS & Seinheiser Brand Ambassador/Active Seller, 04/2016 - 09/2016

ASUS & Seinheiser - Retail Profiling Agency at PC World & HMV, Leeds, England

- BA for ASUSTek at Curry's/PC World and part time Rep for Sennheiser headphones (weekends only) at Doncaster HMV.
- Self-employed.
- Target & commission driven.
- Developed and maintained positive customer relations and coordinated with staff to maintain high standard of customer service, achieving own targets, and positively affecting staff KPI.
- Help increase sales by 1000% at times.
- Mostly face to face interaction with customers.
- Staff and customers Product demonstration and training on PC, Laptops & headphones.
- Continuous products knowledge update.
- Daily report to London-based manager.
- ASUS & Seinheiser outsourced this section of business to Retail Profiling.
- Worked at Curry's/PC World in Harrogate.

Pre-Christmas Contract only

Entrepreneur, 09/2013 - 05/2019

Bijou Bakson Entertainment, Nationwide

- Extensively involved in creation of music and videos. Studio equipment engineering. Planning, recording, editing, producing, and directing music & videos, and short movies. Live performance and acting. Also took business related career development trainings and qualifications.
- Also involved with side business activities and contract roles that include flyer distribution, promotion, marketing & varied brand ambassadors' contracts such as BA for ASUS computers, BA for Sennheiser headphone, credit card sales, flyer distributions and more.
- Managed day-to-day business operations.
- Consulted with customers, fans, musicians, and partners to assess needs and propose optimal solutions.
- Trained and motivated dancers & musicians to perform project functions.
- Enhanced operational efficiency and productivity by managing budgets, accounts, and costs.

Hobbies:

Computers, Reading, Fitness/Sport, Music & Socialising.