

Faiz Pokun

I am a qualified IT engineer by trade with four years experience working in IT support. I am now looking to leverage and further develop my technical skills within the field of data analytics.

PROFESSIONAL EXPERIENCE

Lane Clark & Peacock, Bond Street — *Service Desk Analyst*

Feb 2024 - Present

Responsibilities Include:

- Taking ownership/delivery of the Greensafe laptop project across the business.
- Managing and updating assets inventory through Excel reports.
- Identifying areas of automation and implementing solutions to improve team efficiency.
- Actively implementing change within the department to improve overall team performance.
- Ensuring details are captured and recorded in the Service Management call logging system and prioritized accordingly.
- Conducting in-depth analysis of incidents and problems.
- Planning, testing and implementing fixes or workarounds.
- Training/Developing junior members of the team.
- Leading Daily stand-ups.

Instinctif Partners, Gresham Street — *Service Desk Analyst*

Jul 2022 - Jan 2024

Responsibilities Included:

- Training new members of the team.
- Performing product demos to users to increase knowledge.
- Taking ownership of the Starters and Leaver process.
- Scripting and Automation via RMM Software using Powershell.
- Implementing security policies as per ISO standards.
- Driving Implementation of Azure Devices across various territories.
- Successfully migrating users to the PaperCut Printing solution.
- Reinforcing Data Sharing Best Practice through training..
- Diagnostic/Repairs of Devices (MAC/PC).
- Cyber Incident Management and Post-Breach Remediation.
- Creating/Implementing access Control Policies on Confidential Data.
- Performing Root-Cause-analysis with Third-Party vendors.

Accesspoint Technologies, Harold Hill — *IT Technician (Apprentice)*

May 2021 - July 2022

Responsibilities Included:

- Manage tickets, ensuring timely resolution in line with SLAs.
- Engage with clients through calls, delivering exceptional customer service.
- Identify and escalate potential issues.
- Collaborating with Infrastructure and Engineering teams.
- Providing comprehensive technical and non-technical support to users.
- Diagnose and resolve technical issues using in-depth knowledge.
- Deliver on-site support, ensuring hand-on problem solving to clients.
- Foster strong relationships with third-party software providers.
- Asset management and tracking, ensuring efficient use of resources.

Contact Information:

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BCS Membership: 995138395

Soft Skills:

Analytical Thinking
Communication
Client Management
Attention to detail
Proactive
Self-motivated
Curious
Adaptive
Collaborative
Growth Mindset

Hard Skills:

Data Cleansing
Troubleshooting
Root Cause Analysis
Scripting
Visualising Data

Software/Programs:

Excel
Power BI
Tableau
Office 365
Azure
Command Prompt
Powershell

CPD/Courses

Understanding Data Science
Understanding Data Engineering
Level 2 Diploma in IT
BCS Level 3 Infrastructure Technician
BCS Ethical IT Professional
Microsoft Excel for Beginners 2019
Microsoft Tables and Pivot Tables
Fundamentals of Statistics
Introduction to SQL

EDUCATION

Firebrand Training, Remote — *Data Analyst Bootcamp*

November 2023 - Jan 2024

Training Included:

- **Excel:** Data Cleansing, Formulas/Functions, Pivot Tables, VLOOKUP, Data Validation, Table Creation, Data Visualisation, Geospatial Analysis (GIS)
- **Azure Cloud** Fundamentals.
- **Azure Data** Fundamentals.

London Metropolitan University, Moorgate — *Music Business and Live Entertainment (First Class 1:1)*

Oct 2015 - Jul 2018

Chadwell Heath Academy, Romford — *A-Levels*

Sep 2010 - Aug 2012

- Media Studies: C
- Product Design: B
- Psychology: B
- Music Production: C

Chadwell Heath Academy, Romford — *GCSE*

Sep 2006 - Jul 2011

8 GCSEs A*-C including Maths, English and Science