Marios Loizou

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Summary

IT advocate with experience in Banking, Media & Technology Start Ups. Experience primarily in consulting and implementing new systems to businesses or moving away from legacy systems. Moving away from local applications and moving to cloud apps such as Zendesk, New Voice Media, Twilio, Jira, Google Apps, Microsoft 365, AWS.

Education and IT Training

09/2016   **Google Apps Training**

Google Apps Administrator

05/2015   **Dell UK Training**

Dell Desktop & Laptop Engineer

07/2011   **Just IT**
                       Network Professional Programme

- CompTIA A+ Essentials
- CompTIA A+ IT Technician
- MCTS Windows 7
- MCTS Windows Server 2008
- Cisco CCNA
- ITIL Foundation

09/2005-07/09	**Hertfordshire University, London**
	BSc Honours Multimedia Technology (2:1)
Core Modules:	Multimedia Production, Computing and Programming, Visual Studies and Web Media and System Analysis at Work.
Languages:	HTML, Action Script, XML, JAVA, SQL, PHP, 3Ds MAX
Final Year Project:	"How to build a DIY Conservatory" *Developed an e-learning package for companies such as B&Q & Home base which allows DIY users to follow steps on how to construct their conservatory using the 3D constructed videos which are animated.* (***Awarded by Sony Entertainment Europe for best FYP Project***)

09/2001-07/04	**Enfield College, London**
AVCE ICT:	ICT (Merit)
GNVQ:	ICT (Merit)

09/1996-07/01	**Kingsmead Secondary School, London**
GCSE:	9 subjects studied including Maths and English

Employment History

05/01/22 – Present   **Archdesk**   **Head of Customer Technical Services**

- Lead the Customer Technical Success Team
- Build the new CS Support Team & Success Department
- Implement Churnzero, Zendesk, Slack, Asana
- Build processes around support & CS
- Hire & Onboard new employees
- Customer on-boarding and education
- Work on bugs & feature request through Github
- Strategic alignment of upsells and new developments
- SaaS Business support and demo to potential clients

06/09/2021 – 01/01/22   **Inventory Planner**   **Customer Success Manager EMEA**

- Respond in a timely manner to all inquiries including all aspects of pre-purchase
- customer on-boarding and education, and diagnosing and resolving technical issues
- Develop list of top inquiries for future product improvements.
- Use and update support documentation including text and video resource
- Conducting Product demos
- Experience in purchasing, cash flow management, API integrations, and E-commerce inventory/warehouse management.
- SaaS Business support and demo to potential clients

04/2020-12/2020   **Me Organics**   **Director of E-commerce**

- Launch (Shopify) eCommerce for a portfolio of Me Organics brands already selling on marketplaces i.e Amazon, Ebay, Wallmart.
- Scale and lead a team of 10-15 people
- Have a 360 view of the business working with product, marketing channel and creative teams to drive the brand's sales
- Own the P&L for these brands
- Consumer first focused on everything.
- Connect departments, including sales, marketing, customer service, operations, and finance, to solve problems and improve the customer experience.
- Propose creative new projects that attract prospects and convert leads.

01/2019 – 09/2019   **Voneus Broadband**   **Head of Customer Services & IT**

Responsible for the ISP internal IT infrastructure and leading the customer services team. Compromising of 14 engineers and 3 Customer Service agents. The main focus of the role is to ensure satisfaction levels remain high and escalations get resolved.

- Principally responsible for customer satisfaction with the Voneus pre- and post-sales service and support offerings to ensure a smooth initial implementation of the service to customers and excellent after-sales care.

- Worked with applications such as Zendesk, New Voice Media, Asana, Jira, The Dude Networking Tools, Google Apps, implementing new cloud solutions such as moving away from local drives to AWS.
- Development and coordination of the delivery of customer service reviews
- Development, monitoring and reporting on KPIs related to service delivery and customer satisfaction.
- Acts as a trusted advisor to customers through a consultative approach
- Manage customer escalations and requests
- Review service delivery failures and produce incident reports
- Overseeing the day-to-day operation of the Customer Service Department.
- Responsible for the overall management of all Technology functions and service delivery for all functions.
- Technically minded to resolve issues from a 3rd and 4th line prospective.

09/2018 – 12/18   **Cloud Tech Solution LTD**   **Head of IT**

Responsible for the day to day services and operations of the business. Cloud Tech Solutions main focus is to provide businesses with a pro-active consultation to getting the most from there IT infrastructure. As well as consulting implementing new cloud technologies to businesses who would like to improve their business processes as well as move away from legacy systems.

- Responsible for the day to day IT operations of the business
- Deploying and Implementing, Office 365, Twillio, New Voice Media, Zendesk, Google Apps, AWS.
- Maintaining businesses IT Infrastructure and implementing new methods
- Setting up Service Desks and a complete IT operation for several businesses.
- VoIP Telephony architecture and implementation.
- Delivering Technical requests from start to end. e.g Migrating away from Active Directory to a Cloud Directory Service saving money and being more robust.
- Consulting with clients based on their technical requests
- Researching, Deploying and implementing new technology's into businesses. e.g Blockchain company moving away from Outlook to Google mail.

01/2018 – 09/18   **Emoov Hybrid Estate Agency**   **IT Manager**

Responsible for managing the companies IT operations & Infrastructure. Bringing together merged businesses and coaching, designing, developing, implementing and coordinating systems, policies and procedures and ensure security of data, network access, and backup systems.

- Maintain office network infrastructure – improve network by prioritising traffic, security and implementing disaster recovery models i.e back up lines and backup firewalls.
- Implementing new systems to resolve current business operational needs and automating tasks.
- Focussed on improving operational environment through hardware, software, security and compliance.
- Manage projects for stakeholders
- Complete office relocation – desk moves, IT equipment, agreements, networking and infrastructure.
- IT Roadmap – to hit core objectives.
- IT budgeting – Saving & Improving systems and environments.
- IT Administration – Purchasing, User Management, Telephony issues (Voip), Google Administration.
- Focussed on Cloud services and implementing best practices

- New Voice Media experience – Creating IVR's and designing technical architectures
- Asset Management
- Merged businesses implementation and transition
- Vendor Procurement and management
- Creating a Helpdesk portal and ticket management system
- SAML/SSO using Google
- Google Administration
- Identity management
- Better cloud experience – automating on-boarding and de-provision of new staff and leavers, creating workflows.
- Staff training
- Heroku, Close.io, Pipeline deals, Zendesk, 8x8, Jira, Office 365

09/2014-2017   **Financial Times**   **Senior Service Desk Tech/ Team Leader**

Leading a Team of 12 Service Desk Analyst to operate the daily UK operations. My greatest achievement to date is bringing Google Chromebit devices to the FT and working alongside the Engineering Team to create a CMS that allows any URL to be displayed safely and encrypted.

- Queue Management
- Customer Escalations & Improvement Enforcements
- Excellent knowledge of Windows 7 and Mac OSX.
- BMC Remedy Force – Salesforce ticket logging system.
- Working under an Agile Environment using Jira
- Knowledgeable documentation
- Google Apps Administrator
- CMDB Management of all in house assets Casper for Macs
- Microsoft Office 365 Administration
- Hardware & Software Configurations i.e Replacing Hard drives & Screens. Software installs and general hot fixes.
- Team training sessions, Work Rota, Monthly 1-2-1

04/2013-09/14   **Financial Times**   **1st/2nd Line Service Desk Analyst**

First & Second line IT Service Desk Analyst supporting 3,000+ global users operating to demanding SLA's striving to exceed customer expectations.

• Providing first line telephone support by diagnosing and resolving customer issues while tracking and recording the problem using BMC Salesforce Remedy call logging system.
• Provide mobile device support inc Blackberrys, Apple, Android.
• Install and Support Citrix, MS Office, Mac OS,bespoke applications.
• Support Windows users & Mac Users.
• Identify and resolve printer issues.
• VPN installation and support to users.
• Troubleshoot Hardware & Software Issues Including Media Applications, MS Office & General Application support.
• Maintain Internal Telephony using Cisco Unified CM Administrator
• Providing Face to Face fixes too all the users in the business.
• Starter and Leaver administration including creation of accounts using AD, Google Apps.
• Ensure that customers are provided with regular updates on fault diagnosis prior to resolution.
• Escalate support queries to appropriate IT teams to ensure timely resolution.
• Support the continual improvement in the levels of 1st/2nd Line support offered by the Service Desk, utilising data and feedback from the customer or Business.

- Develop and maintain a good understanding of the FT businesses and support priorities.
- Maintain a good working relationship with all IT Departments.
- Improve services by testing and deploying systems too provide a better service for all our staff internally and globally.
- Regular updates & documentation on knowledge base.
- Expert level In Google Apps, Postini & Gmail.
- Windows Server Administration
- Unix Permissions & Troubleshooting
- Lotus Notes Fixes & Administration
- BES Server
- Deploying Software On Macs & Windows Machines
- Bloomberg & Reuters Terminal Fixes

01/2012-04/13 **Computacenter PLC** **1st Line Analyst**

- Providing support over the phone, remotely and via email
- Using MS Server to Manage user accounts and assets
- Dealing with a global Investment Bank & VIP Users Daily.
- Using Remedy to log tickets and assign to the correct groups.
- Ticket routing, providing management of SLA.
- Troubleshooting BlackBerry devices as well as Iphone & Ipad issues
- Installing Software using windows remote tools SCCM.
- Using Active Directory for user account management & Managing Mailboxes in Exchange.
- Dealing with financial applications such as Charles River, Oracle HR, Pelican, and Dimensions and many more.
- Troubleshooting Microsoft Office Issues such as OLE errors in excel and many more.
- Extensive Outlook trouble shooting including profile resets, format options, and other errors.
- Dealing with Windows XP Operating software as well as Windows 7 troubleshooting.
- Working with senior teams as well as Service Delivery managers to update and improve First Contact Response.
- Managing with a vast amount of contracts on a daily basis through phone, email and monthly meetings to update contractual status to generate more revenue for Computacenter.

10/2011-1-12 **Greater London Authority** **1st & 2nd Line Support Engineer**
- Providing support over the phone, face to face, remotely and via email
- Ticket routing, providing management of SLA requirement
- Troubleshooting BlackBerry devices including email synchronisation issues
- Installing and troubleshooting VoIP phones, printers and scanners
- Using Active Directory for user account management
- Building, deploying, imaging and ghosting PCs as well as laptops
- Installing hardware and software including joining PCs to domains and networking
- Performing operations including defragmentation, virus scans and fixing any issues that would arise including solving Windows XP and Office related problems

03/2010-07/11 **Gator PC Repair & Web Design, London** **CEO**
- Resolving issues with laptops and desktops, ranging from virus, spyware and malware removal as well as upgrading RAM, replacing laptop screens and keyboards
- Aiding in recovering data from customers' hard drives using third-party tools
- Working in a team of 5 internal and 37 overseas staff, supporting over 113 clients, dealing with network maintenance and PC troubleshooting
- Dealing with arising customer tickets and supporting a 700 client base hosting service

- Managing projects and meeting deadlines which helped to develop my time management and organisational skills

07/2009-07/10   The College Of Haringey, Enfield   IT Support Technician
- Providing support over the phone, face to face and remotely
- Technical incident management using system aid.
- Remote monitoring of business-critical products and service levels.
- Configuring and troubleshooting firewall as well as PC and server configuration.
- Performing system checks and audits for 600 PCs.

References available upon request