

Anthony Akagwu

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Education

2011- 15 **Queen Mary, University of London**, BSc (Hons) Computer Science (2.2)
2011 **Lifetime Health and Fitness**, London, NVQ Level 2 Fitness Instructor
2008-10 **Stanmore College**, A level Maths (B), Economics (B), Politics (C)
2003-08 **St. Gregory's Catholic Science College**, London, 12 GCSEs A*-C, including English

Technical Skills

- Intermediate HTML, CSS, XML and SQL, basic Java, JavaScript and PHP
- Intermediate Microsoft Office, all versions (Excel, Outlook, PowerPoint, Word, Lync)

University projects

- Creation of a web-based football prediction game where users are rewarded points for predicting outcome of forthcoming football games. Using PHP, HTML, CSS, SQL, JSON and jQuery
- Taxi company database using PL/ SQL to create triggers for when business rules are broken.
- Extension of taxi database using XML to create customer documents

Experience

01/2019- Senior Integration Analyst, Awin Global

- Handling the integration of Key Account and Brand clients
- Actively contributing in intra-departmental meetings, providing updates to projects and contributing ideas.
- Providing technical training to staff members within the department and across the business
- Technical point of contact externally in meetings for prospective and existing clients

01/2017- Integration Analyst, Awin Global

- Act as an intermediary between clients and their developers by providing technical integration support to clients during the on-boarding process.
- Communicate with clients via a variety of mediums in a timely and professional manner.
- Assist clients on a variety of platforms and container solutions such as Google Tag Manager, Magento and Shopify.
- Test and debug tracking tag implementations, written mainly in JavaScript and HTML using a variety of tools and protocols including: HTTP request and response headers, DOM and browser debugging tools, providing feedback on possible solutions where applicable.
- Interrogate internal databases by creating MySQL queries for further troubleshooting and reporting of tracking tag implementations.
- Debug and troubleshoot client product feeds written in CSV and XML format, using XSLT for conversion of Google Feeds where applicable.
- Updating implementation records and Kanban boards in JIRA/Salesforce.
- Test new tracking tag developments and features prior to launch

- Administer tracking knowledge base used both internally and externally

10/2015-12/2016 Service Desk Analyst, University of London Computer Centre

- Support the day-to-day operation of the Service Desk by logging tickets in a call logging system.
- Provide excellent customer service during any customer contact
- Provide support for products and services such as Windows and Mac Desktop, mobile phones, printers, system hardware and software, Office applications, network connectivity and user account administration.
- Categorise incidents logged and assess them according to urgency and impact
- Attempt to resolve incidents at 1st line and 2nd line for all ULCC Services or refer to 3rd line support if necessary
- Monitor and escalate all incidents/service requests in accordance with agreed service levels
- Keep customers informed of status and progress of calls logged

08/2015-10/2015 Service Desk Analyst, Queen Mary University of London

- Resolve customer requests and incidents via phone, e-mail or walk-in where simple or known solutions are available
- Troubleshoot for a range of queries including password resets, account creation, user access permissions and Wi-Fi connectivity on a wide range of devices
- Involve or escalate to others as necessary to resolve conflict/complex queries.
- Deliver to defined Service Levels Agreements and Key Performance Indicators
- Use initiative to plan immediate work priorities and react to changing priorities
- Identify opportunities to improve efficiency, continuity and customer experience, as well as raise issues to highlight impact, taking appropriate action in agreement with manager

03/2014-06/2015 Back of House Staff, Sherpa/At Your Service

12/2013-06/2014 Casual Sales Assistant, Sports Direct, Wembley Central

11/2010-2/2011 Gym Instructor, Harpers Fitness Harrow Leisure Centre

Interests

- 2000-date **Football**
- Played competitively at school level in North London and intramurally at University in various competitions for prizes, as well as representing the University football team
- 2009-12 **Referee, London Football Association**
- Turned out for regular weekend matches in Amateur Football Combination leagues
 - Implemented quick, decisive but well-informed decision making, ensured matches are played at a consistent pace, in a safe and hospitable atmosphere

Based in Whitechapel, London (E1)

References available upon request