

Faheem Akram

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● ABOUT MYSELF

Adaptable and results-oriented IT professional with a Bachelor's degree in Computer Science (2021) and three years of progressive experience in data analysis, technical support, operations, and cloud support in global settings (Scandinavia, USA, Middle East).

My academic foundation is strengthened by practical internships in business development and graphic design, fostering a broad skillset. Driven by a passion for continuous learning, I hold certifications in project management, artificial intelligence, technical support, Microsoft 365, and Power BI, and I am eager to contribute my international experience and technical expertise.

● WORK EXPERIENCE

🏢 **CONTOUR SOFTWARE - CONSTELLATION 1** – LAHORE, PAKISTAN

OPERATIONS ASSOCIATE - DATA COMPLIANCE – 20/05/2024 – CURRENT

- Working with MLS and other Data vendors to facilitate the onboarding and offboarding of data.
- Identify and escalate potential issues with recommendations to upper management.
- Prepare weekly Customer Dashboards.
- Maintain updated lists of clients and vendors using internal CRMs throughout the supported business units.
- Analyze monthly financial reports and compare them to expected numbers.
- Compare client reports to MLS reports and identify variances for further review.
- Access shared mailbox, multiple CRM's, Microsoft SharePoint, and remote machines in facilitating the onboarding & offboarding processes.

🏢 **TELENOR** – LAHORE, PAKISTAN

CLOUD SUPPORT EXECUTIVE – 21/05/2023 – 21/12/2023

- Support Customers in Scandinavian region with functional issues related to Microsoft Products.
- Provide Tier 2 Support
- Assist Tier 1 and Tier 3 Support Team
- Assign, cancel, upgrade and downgrade Microsoft Licenses for the Customers.
- Prepare weekly, monthly dashboards
- Providing Jira Support for Technical issues.

🏢 **NIELSEN** – LAHORE, PAKISTAN

RESEARCH EXECUTIVE – 01/12/2021 – 31/05/2022

- Analyze and Interpret Consumer Data utilizing MS 365 tools
- Summarize Data in Tables, Charts & Graphs
- Create Reports, Dashboards, Infographics
- Performing Market Analysis, Product analysis
- Prepare Client Presentations assist with client meetings
- Delivering analytics and insight services

🏢 **ELIXS PLAN 9** – LAHORE, PAKISTAN

BUSINESS DEVELOPMENT EXECUTIVE – 10/04/2021 – 10/09/2021

- Business Acquisition
- Proposal Writing

- Business Documentation
- Social media management

● EDUCATION AND TRAINING

13/09/2017 – 04/10/2021 Lahore, Pakistan

BACHELOR'S OF COMPUTER SCIENCE Lahore Garrison University

Website <https://lgu.edu.pk/> | Field of study Computer Science | Final grade 3.03 | Level in EQF EQF level 6 |

National classification 6 | Thesis Smart Cap Endoscopy

01/09/2015 – 12/09/2017 Lahore, Pakistan

HSSC Defence Degree College for Boys DHA Lahore

Level in EQF EQF level 4

01/10/2013 – 03/12/2015 Lahore, Pakistan

SSC Garrison Boys High School

Level in EQF EQF level 3

● LANGUAGE SKILLS

Mother tongue(s): **URDU**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1
GERMAN	A1	A1	A1	A1	A1
ARABIC	A1	B1	A1	A1	A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

● SKILLS

Microsoft Office (Outlook, Excel, Word, PowerPoint) | Data Analysis | Project Management | Programming | Graphic Design | Organizational and planning skills | Decision-making | Social media management | Motivated | customer relationship management | Team-work oriented | Good listener and communicator | Airtable (Management Tool) | CRM Tools

● COURSES AND CERTIFICATIONS

Graphic Design - National College of ARTS Lahore

Microsoft Power BI Data Analyst Professional Certificate

Link <https://www.credly.com/go/rsXXH8yy>

Foundations of Project Management – Google

Issued on: 15 MAR 2025 | Issued by: Coursera

Link <https://coursera.org/verify/AEM4WCP389V4>

Cybersecurity Foundations: Security Architecture – LinkedIn Learning

GenAI for Everyone - Fractal Analytics

Link <https://coursera.org/verify/SRGH6YSR7C8V>

Introduction to Generative AI - Google Cloud

Link <https://coursera.org/verify/QJ29M48TJMTJ>

Graphic Design - University of Colorado Boulder

Link [Verify at coursera.org/verify/6WU4C5EQXLVA](https://coursera.org/verify/6WU4C5EQXLVA)

Power Point Essential Training - Microsoft 365 - LinkedIn Learning

Excel Essential Training - Microsoft 365 - LinkedIn Learning

Technical Support Fundamentals - Google

British Council English Score

SPEAKING TEST : C1 ADVANCED
CORE SKILLS TEST : C1 ADVANCED
WRITING TEST : C1 ADVANCED