

# Faheem Akram

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## ● ABOUT MYSELF

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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

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### 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

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

**BACHELOR'S OF COMPUTER SCIENCE** Lahore Garrison University

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**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

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**Level in EQF** EQF level 4

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

**SSC** Garrison Boys High School

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**Level in EQF** EQF level 3

## LANGUAGE SKILLS

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Mother tongue(s): **URDU**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C1	C1	C1	C1	C1
<b>GERMAN</b>	A1	A1	A1	A1	A1
<b>ARABIC</b>	A1	B1	A1	A1	A1

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

## SKILLS

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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

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**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**

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**Link** <https://coursera.org/verify/QJ29M48TJMT>

## **Graphic Design - University of Colorado Boulder**

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

## **Power Point Essential Training - Microsoft 365 - LinkedIn Learning**

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## **Excel Essential Training - Microsoft 365 - LinkedIn Learning**

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## **Technical Support Fundamentals - Google**

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## **British Council English Score**

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SPEAKING TEST : C1 ADVANCED

CORE SKILLS TEST : C1 ADVANCED

WRITING TEST : C1 ADVANCED