**Aubin Bakana**

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Personal statement

A qualified computer technician with ICT Level 2 & 3 in PC Engineering & Network, a qualified Administrator with NVQ Level 3 in Business Administration and University graduate of Faculty of Science at University Marien Ngouabi (R of Congo) in Physics, with extensive career history, seeking a varied and challenging position that will synthesis my experience. Knowledgeable about the fundamentals of sales & marketing, along with business strategy and communication – as demonstrated throughout university, during full-time work and self-employment. A target driven and creative self-starter with a comprehensive ability to meet deadlines, work well under pressure, and communicate effectively with a thirst to learn new skills; recently completed a SQL course. I am also studying toward a qualification in CISCO technology online.

Key skills

**IT & Technology**

Advanced computer and network skills: software and hardware maintenance & repair as follows:

* SQL: SQL Server/T-SQL/Oracle/MySQL/DB1. I have now completed a W3Shools SQL Developer Certification with Excellence(99% Mark). In order to develop my skills, I taking further practice exercises daily - For this I joined HackerRank.com & Strata Scratch; I take SQL challenges daily. I also passed a SoloLearn.com exam with 100% mark.
* PC/Laptop building, repair & maintenance: Motherboard, CPU, HDD, RAM & other add-on cards mount/replacement.
* Network Installation, maintenance & administration: Windows PC & Windows Server 2000 - 12 & current: DNS, DHCP, TCP/IP, NTFS, IPv4 & IPv6. Micro segmentation, security(Local & GPo) & Share permission, NTFS security & combining NTFS with sharing security, audit etc., Network Security Auditing & troubleshooting
* Active Directory, Registry edit, Disk management,
* Software install, configuration, troubleshooting and administration: BIOS, Windows 95/98/Me/NT/2000/XP/Win10, Windows Server 2000/3/12, MS Exchange 2000
* Advanced MS Office: Office 365 - MS Word, Excel, Access, Outlook Express, Power Point.
* Win XP security, performance monitoring, system performance enhancement, system Recovery, Backup & Restore, load balancing, fault tolerance. Disk Defragmentation, Disk Clean up, Disk Check-up and PMS.
* Application support: Skype for Business, Microsoft Teams, Outlook, and the whole Office 365, Cherwell, package and many more...
* Fault finding, diagnosis and rectification structured cabling, hubs & routers. Managing CISCO routers (IOS: configuration, IP addressing, subneting, etc…).
* Network administration and configuration: TCP/IP, Network management & troubleshooting.
* Risk Assessment: WEEE/COSHH awareness
* Abilities demonstrated in a range of work projects, as well as research and analysis tasks – using Google Analytics.
* Advanced user of Logic, Final Cut, Competent user of SAP, Photoshop, and many other commercial software.
* Proficient PC & Mac use
* Touch-type at over 60wpm

**Effective communication**

* Fluent in French
* Able to communicate in a variety of ways, via live chat, email, and verbally – demonstrated in various presentations as well as seminar and lecture contribution and music events.
* Working in customer service has also helped me to build and expand on my communication skills. My role at PC Specialist Ltd, Microsoft co, Dell, ASUS, ASDA, Sedco Forex and others involved daily interaction with all kinds of people.
* Confident communicator on a range of social media platforms – as shown when managing my own business, in my previous job or even at college.

**Creativity**

* Skilled in generating creative ideas, and implementing them to meet strategic goals – as demonstrated during my time working for myself as a self-employed, a musician and a video/music producer.
* Capable of producing aesthetically pleasing work, in a range of formats and media platforms – shown in a number of engaging presentations and projects that used a combination of text, imagery and videos.

**Commercial awareness**

* Able to understand and utilise consumer behaviour in order to hit KPIs – as learnt in a number of modules, and in using my social media skills to generate a buzz to sell music and related merchandise such as T-shirt, CDs, etc...
* Capable of measuring consumer behaviour by tracking various metrics, including page views, CTR, bounce rate, conversion rate, and search engine traffic.
* Understand the importance of effective SEO practice and targeting when it comes to driving online traffic and increasing visibility.
* Stay up-to-date with marketing trends – as shown with a recent project based around competitor insights and comparisons.
* Project management

Education

**Personal Development:**

***W3Shool, Online:*** *01-Sept – 15 October 2019(Completed with Excellence)*

Intensive online SQL Developer Certification.

* *Fundamental SQL knowledge applied to T-Sql, SQL Server, Oracle, DB2 & Access in order to execute queries, retrieve data, insert records, update records, delete records, create new databases, create new tables, create stored procedures, create views, set permissions on tables, procedures, and views, backup/restore database, create users, assign permissions, monitor database, HA and more.*

*May 2019 – On-going*

Home studies:

CISCO CERTIFICATION TRAINING FOR NETWORK ENGINEERS

* 100-105 ICND1
* 200-301 CCNA

**City College, Coventry:** *Jan – July 2010*

City & Guilds diploma - **ICT Level 2 & 3** *(A Microsoft qualification)*

Network & PC Engineering

Grades: 5 Distinctions, 3 Credits, 2 passes

**Thomas Danby College:** *Feb 08 - Mar 09*:

City & Guild qualification - **NVQ Level 3**

Business & Administration

Grades: 4 Distinctions, 1 Credit

**Leeds College of Music:** *Sep 07 – July 08*

Introduction to music production & Sound Engineering

**University of Leeds, School of Computing:** *Sept 03 – March 05*

BSc Computing – Year 2. Dropped out due to finance.

**Faculty of Science, Marien Ngouabi University (R. of CONGO):** *Sept 1995 - 98*

**Physics Degree**.

* DEUG II (Year 2) - Maths & Physics: 3 Distinctions, 2 Credits.
* DEUG III (Year 3) - Physics: 2 Distinctions, 3 Credits.

**Technical Lyceum 1er Mai, Republic of Congo:** *Sept 1991 - 95*

**Bachelor Degree, Industrial Engineering studies**

Grades: 6 Distinctions

Employment History

ICT Support Engineer, NHS Digital/MCSA/Austin Fraser, Leeds

(May – July 2019)

My role at NHS involved 1 & 2nd Line Support for the following purpose:

* To provide hardware and software/application support and resolution for all HQ and customer sites’ Surface Pro, laptops and mobile phones.
* Maintain and manage all spares stock onsite and liaise with the Company and customer logistics  
  systems.
* Organise daily workloads with minimum supervision.

The role here involves the use of Active Directory, and many different applications such as Cherwell, ISE, etc. I worked at a technical hub (Tech Hub) and we provided face to face ICT support for all staff within the organisation. I was my department leader for the duration of my contract and towards the end of my contract I was responsible for training & evaluation of new starters. I helped turn the Tech Hub from a mostly customer service like role to a 2nd Line Support by resolving 90% of the issues and escalating only if I had to – after a recent survey, I learnt that I achieved an amazing 99% positive feedback review from about 600 people who participated in a voluntary review. Throughout my contract I dealt with over 2000 staff members from non-senior to senior staff members, this include the IT department.

*This was a 3 months contract that’s come to an end.*

Self-employed, Business & Media Executive, Bijou Bakson Entertainment, Nationwide

(July 2018 – May 2019)

During this period I was involved in multiple activities including IT consultancy, marketing, sales. I was also involved in planning, recording, producing music & equipment engineering; directing, producing & editing music videos and films, live performance and acting; I also took multiple personal career development training.

*Please Note: Due to a late application for further stay here in the UK, I was temporarily not able to enter full time employment; so I resorted to working for myself and doing short terms contracts. This restriction was lifted on 21/01/2019; I restarted looking for full time employment immediately.*

Bilingual IT Desktop Support, PC Specialist Ltd, 6 Month Contract, Wakefield

(January – July 2018)

Duty includes 1st, 2nd & 3rd line IT support over the over the phone, email, webmail, and live chat, helping with computer configuration, purchase orders progress and part/equipment delivery, technical support for all related software and hardware problems on PC, Laptops, AiO, & MiniPC (including remote support), & all administrative duties involved including administering for Returns (RMA) if the problem cannot be resolved remotely following the company’s guidelines. On occasion I would attend the workshop to help progress a case I have prioritised - these sometimes involved repairing faulty computers. At PC Specialist I also built PCs and Laptops. The company has recently begun spreading across Europe and for this role I was hired initially to support French speaking customers from France, Belgium, Switzerland, and local in their choice and configurations for purchase of bespoke computers, and all Administrative duties involved - ranging from data input, tracking deliveries and returns, building quotes, internal administrative duties, Purchase Orders, etc... I dealt with individuals and corporations such as universities, laboratories, small, mid and large enterprises also. Once a computer was bought from PC specialist, customers are entitled to a lifetime support, and in my department I was the only person who spoke French – so I had to deal with pretty much everything. My role was initially to support customers from countries that speak French only. However, in time my duties expanded to UK and other English speaking countries as they determined that I was handling French speaking countries work load well.

*This was a 6 Months contract that ended 20/07/18*.

Brand Ambassador/Active Seller, Dell UK Co./REL at Curry’s/PC World, Harrogate

(October 2017 – January 2018)

Duties include Active Selling, staff training & support, stock survey & analysis, ICT/Dell hardware & software expertise, and reporting. This job is target driven and involves mostly face to face interaction with customers. I reported to a London-based manager at the end of each shift. Dell outsources this section of the business to REL recruitment which employed me. I received extensive training on Dell products. I worked at Curry’s/PC World in Harrogate. Contract finished on 7th January 2018 – Christmas temp only.

Expert Brand Ambassador/Active Seller, Microsoft Co./McCurrach at Curry’s/PC World & John Lewis, 3 month renewable contract, Leeds

(January 2017 – September 2017)

Duties include staff training & support, stock survey & analysis, ICT/Microsoft Surface hardware & software expertise, reporting and active selling. This job is target driven and involves mostly face to face interaction with customers. On this project I have worked across various stores such as John Lewis, Curry’s PC World & HMV. On-going online and classroom-based Microsoft hardware and software products training for Windows 10/10S, Office 365, Surface devices, Skype For Business, Team, Windows premium devices & others were regularly held – Part of this I had to regularly travel to Microsoft Headquarter in Reading. Last place I worked was Curry’s PC World at Birstall. Contract ended on 30th September 2017.

Self-employed, Business & Media Executive, Bijou Bakson Entertainment, Nationwide

(October 2013 – May 2019)

During this period, I was extensively involved in planning, recording, producing music & equipment engineering; directing, producing & editing music videos and films, live performance and acting; I also took multiple career development trainings/qualification that I have omitted here.

* From April till Dec 2016 I worked full time as a contractor Brand Ambassador for ASUSTek at Curry’s/PC World and a part time Rep for Sennheiser headphones (weekends only) at HMV in Doncaster, through retail profiling as a self-employed among other temporary roles. Duties include active selling, in-store promotion, staff training and IT consultation.
* As a self-employed, during this period I have also engaged in BA roles, flyer distribution, and promotion, marketing & brand ambassadors for various agencies, representing various brands on a contract basis. Duties also include promotion, marketing, face to face and online sales.

ICT Support, Secondment to JBC Computers Ltd, Coventry

(July – October 2013)

Duties include supporting customer with ICT problems over the telephone and field support. Duties also included the following:

* PC Building, repair and maintenance: Replacing CPU, RAM & other add-on cards, HDD, CD-ROM, motherboard and more.
* Network Installation, maintenance & administration: DHCP, Active Directory servers, TCP/IP configuration, permission, security, audit etc.
* Software install, configuration, troubleshooting and administration: BIOS, Windows 95/98/Me/NT/2000/XP, Windows Server 2000/3/12, MS Exchange 2000, MS Word, Excel, Access, Outlook Express, Power Point. Active Directory, registry edit, Disk management, Win XP security, performance monitoring, system performance enhancement, system Recovery, Backup & Restore. Disk Defragmentation, Disk Clean up, Disk Check-up and more PMS. Windows 7.
* Fault finding, diagnosis and rectification structured cabling, hubs & routers. Managing CISCO routers (IOS: configuration, IP addressing…). Network administration and configuration. TCP/IP, Windows XP pro, Network management & troubleshooting. Windows XP pro and advanced MS Office.
* SQL: Access, manipulate and create tables using MySQL, Access, Oracle, SQL server databases
* Risk Assessment: WEEE/COSHH awareness
* Customer care - data protection
* Project management using Advanced Word, Excel, PowerPoint, Access, Outlook, email…

Factory Operative, Fox’s Biscuits/PMP recruitment & personal development

(Feb 09 – Dec 2009)

Business Administration Officer, Berneslai Homes, Barnsley

(February 2008 – February2009)

Duties include: Manage and Evaluate Customer Relations; Research, Analyse and Report information; Plan, Organise and Co-ordinate Events; Develop Productive Working Relationship at work. Here I worked at head office, across HR and Service Development departments.

Part of the job I had to create new accounts, input and edit large amount of tenants’ records onto Northgate (housing database), run telephone surveys and record onto SNAP and report, record employees training feedback onto SNAP and produce analysis. Maintain my workstation. Use ICT equipment for organisation of training, meetings and other events. Deal with tenants’ complaints, queries and compliments over the telephone, via mail, or face to face and email. *At Berneslai Homes I achieved a NVQ Level 3 in Business & Administration. This was a one-year placement only*.

Operating Systems used include Windows 98/ME/NT and Windows XP pro.

Applications used here include Advanced MS Office (Word, Excel, Outlook, PowerPoint); Internet Explorer, SNAP, Northgate/Houlive (Housing database), Hyperwave, SAP

Customer Service Assistant, Sainsbury’s supermarkets, Leeds

(March 2007 – February 2008)

Duties here included attending to shopper’s daily issues by provide a first-class customer service, operating on till, stock replenishment and shop floor and warehouse floor maintenance.

Looking for work

(January 2007 – March 2007)

Training instructor and Warehouse Locator, NEXT, Leeds/South Elmsall

(February 2005 – January 2007)

Duties included training new starters, retraining underperformer, locating stock and picking stock in warehouse. Here I worked with computers inputting and updating training information, working with MS Word, Excel to compile analysis, reports and emailing.

*Contract ended due to redundancy.*

Nov 1997 – 2003: Materials Coordinator, Transocean/Schlumberger Sedco Forex (Overseas)

(September 2011 – April 2012)

Duties here include all aspects of materials procurement for offshore drilling rigs. This includes Fixed Asset Register, Purchase Order; PO follow up, Stock in Transit reconciliation; Receipt, Stocking and Issue of equipment/spare parts from warehouse and highly accurate data input. Also include Warehouse drilling rig preventive maintenance system, security and Health Safety & Environment. *I gained this position after completing the company SDP training program. This is a work-based 3-year development training program designed for the formation of supervisors (materials procurement in my case – training lasted from 1997 to 2000). More details on SDP on request****.***

* Application and software used here include MS Word, MS Excel, MS Access, Outlook, Internet explorer, SICS (Materials procurement database), PMS and other software.
* Operating systems: DOS, Windows 3.11, Windows 95, Windows 98
* System daily Backup, Disk Defragmentation and Clean up; Daily, month end and annual report.

Hobbies & Interests

I love socialising, IT, Science & Technology, nature and reading. I love creating, producing, listening to & performing music & I train at the gymnasium daily. I am an avid blogger & social media user. Not only do I use it to write & edit articles about all topics related to current issues and feeding my thought to the general public, I also use it as a platform to advertise and sell different products.

References

References are available upon request.