

# Jaylen Dias

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## Professional Profile

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Computer Science student with strong analytical and technical capabilities seeking Graduate SAP Analyst position. Demonstrated ability to bridge business and technical requirements through database deployment, system administration, and process improvement. Proven track record in stakeholder management, team collaboration, and adapting to complex Systems. Experience with SQL, system configuration, and supporting operational processes. Eager to apply structured problem-solving approach and technical aptitude to SAP finance solutions within the energy sector.

## Key Skills

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### Technical & Analytical Skills:

- **Database and system configuration** - SQL Server Management Studio experience, Active Directory administration, understanding of enterprise systems.
- **Requirements gathering and documentation** - Translating business needs into technical solutions through database projects and system support.
- **Process improvement and problem-solving** - Systematic approach to technical troubleshooting using ITIL framework principles
- **Data analysis and reporting** - Experience with Microsoft PowerBI for performance monitoring and metrics analysis
- **Agile and structured methodologies** - Exposure to iterative development approaches through university projects

### Business & Collaboration Skills:

- **Stakeholder engagement** - 3+ years managing customer relationships and coordinating with external service providers
- **Team collaboration and training** - Led diverse teams and mentored colleagues on technical procedures and best practices
- **Adaptability and continuous learning** - Balancing full-time degree with work commitments, pursuing Cisco CCNA certification
- **Attention to detail and accuracy** - Maintained high audit scores and managed financial operations with zero discrepancies

## Experience

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### Greggs

Shift Manager

### Various locations across London & Oxfordshire

01/2022 - Present

*Previous role: Shop Manager (promoted and later transitioned back to Shift Manager)*

- Built strong customer relationships while monitoring performance metrics through PowerBI dashboards to inform service improvements and operational decisions.
- Lead front and back of house teams, ensuring optimal customer experience and minimal waiting times.
- Resolve customer complaints and queries efficiently while maintaining brand standards and customer satisfaction.
- Train and mentor new team members on customer service best practices, sales techniques, and product knowledge.

- Supported management with staff scheduling using UKG Dimensions, gathering requirements and implementing solutions to ensure adequate coverage during peak periods.
- Handled daily banking operations and coordinate with external services such as Loomis, demonstrating reliability and attention to detail.
- Monitored sales performance and customer experience metrics using Microsoft PowerBI reports, collaborating with management to identify process improvement opportunities.

### **Harlington School**

*IT Support Staff*

**Harlington, London**

**05/2021**

- Provided first-line technical support for diverse range of devices including PCs, iPads and printers.
- Configured and maintained enterprise systems including Microsoft Intune and Active Directory, ensuring system availability and data integrity.
- Documented technical processes and troubleshooting procedures to support knowledge transfer and continuous improvement.

## **Education**

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**Oxford Brookes University, Oxford** | *BSc Computer Science for Cyber Security*

**September 2023 – Present**

- Developed structured, modular solutions using object-orientated programming in Python, demonstrating logical problem-solving approaches.
- Configured and troubleshooted VLANs and inter-VLAN routing using Cisco Packet Tracer.
- Related Coursework: Database management, network protocols, access control systems, formal languages and automata theory.

**City of Westminster College, Paddington, London** | *BTEC Level 3 Extended Diploma, Information Technology*

**September 2021 – June 2023**

- Level 3 – DMM (*ABB equivalent*)
- *Developed business database solutions using SQL Server Management Studio.*
- *Applied ITIL framework principles to IT Service Delivery processes.*
- *Performed dynamic malware analysis in sandboxed environments for threat intelligence.*

**Harlington School, Harlington** | *GCSEs*

**September 2016 – June 2021**

- 10 GCSEs, grades 9-4 including English and Maths.

## **Certifications**

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Microsoft Office 365 Specialist – **Excel Associate**

**January 2021**

Microsoft Office 365 Specialist – **Word Associate**

**January 2021**

*Currently working towards Cisco CCNA certification as part of optional university module.*

## **Additional Technical Skills**

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Database management (SQL Server Management Studio)

Basic programming knowledge including Python, C/C++ and Lua

Network fundamentals and VLAN configuration

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*References available on request.*