JONATHAN AH-YOON, MSc, BSc (HONS), MBCS

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**Digitally enabled CV:** <https://goo.gl/oIgzsD>

**SUMMARY**

*I have an MSc degree in Digital Entrepreneurship, experience in Project Management (Agile, PRINCE2), Business Analysis and Web development (Scrum), combined with several years working for big name firms such as* [*Facebook*](https://en.wikipedia.org/wiki/Facebook)*,* [*Deloitte*](https://en.wikipedia.org/wiki/Deloitte)*,* [*General Electric*](https://en.wikipedia.org/wiki/General_Electric)*,* [*and PCFG*](https://www.pcfg.co.uk/about-us)*.*

**EDUCATION/CERTIFICATIONS**

* Master of Science, Digital Entrepreneurship

Goldsmiths University, 2014- Pass

* Bachelor of Science, Business Information Technology

Westminster University- Pass

* PRINCE2 foundation (2013) Candidate number: P2R/988382 - ILX Group plc
* Business Analysis Foundation certification (2015)
* CCNA (Cisco Certified Network Associate – 2009)

# **WORK EXPERIENCE/ ACQUIRED SKILLS**

Tech Degree Accelerator

12/06/16 - 01/10/16

-Course helped further my application development know-how to compliment my business analyst and project management skillset.

-Working as a Deliveroo cyclist part-time

PCFG (Private Commercial Finance Group)

Business Analyst

10/10/15 - 05/06/16

-Performed a Gap analysis on proposed data store document management system

-Requirements gathering for eQuote system

-UAT of the Equote application

-Wireframing and mocking up proposed changes

-Designing security groups, data types, data definitions

-Rich Picture Diagram; Business Activity Modelling; Flow charts; Swimlanes, Use Cases

-Procedure and policy user guides, training, support and management of systems

-Feasibility Reports

8 Months travel through Asia  
03/12/14 - 10/07/15  
 Taught English

GOLDSMITHS UNIVERSITY (FULL-TIME STUDENT)  
MASTER’S DEGREE (MSC) IN DIGITAL ENTREPRENEURSHIP   
OCT 2013-SEP 2014

MSC DEGREE: MSc Digital Entrepreneurship degree challenged students to develop several mini-projects under deliberate time constraint. Able to pick up new technologies and processes quickly, scoring highly in Digital Sandbox Module and Dissertation.

PROJECTS: Dating website, Job Board, Twitter Data Mining, Soft System Methodology, Business Case, Business Planning, Digital Research sentiment scraping. Setup Goldsmiths University Book Review and Presentation Club (2014) as a way to practice presentation technique.

KEY SKILLS: Agile, Scrum, Business Analysis, Python, Ruby on Rails, Javascript, PHP, MySQL, HTML5, CSS3, Heroku, Bitbucket, GIT,

GENERAL ELECTRIC  
VIP IT SUPPORT/I.T Business Analyst  
13/10/12 - 02/10/13 (1 year Contract)

Developed a ticket management system for the purpose of improving customer service levels to VIP clientele (CEO level and Directors). This culminated in a 50% increase in team efficiency and much improved project reporting.

TICKET MANAGEMENT PROJECT (GE): Initiated in response to poor service feedback. Elicited requirements from operational and strategic stakeholders for development of logging, tracking, monitoring, and statistical report generation system. Increase in team efficiency, management reporting, stock provisioning, and resource planning.

LMG (Groupe Aeroplan)

INFRASTRUCTURE ENGINEER

05/04/12 - 02/09/12 (6 month Contract)

Server 2008 and Server 2003 - administration, migration, setup, maintenance.

Exchange administration and maintenance (exchange management console: queue and mailbox, bad email, SMTP queues, maintenance management).

Visio flow chart diagram server setup for hunt groups.

Detailing specification for servers and laptops equipment.

CONSERVATIVE CAMPAIGN HEADQUARTERS  
NETWORK INFRASTRUCTURE ENGINEER  
 February 2010- January-2012 (Perm- made redundant)

Worked for the UK Prime Minister as a Network Infrastructure Engineer assisting Sonicwall firewall roll-out across the UK

Project managed roll-out of Sonicwall Firewall Security to over 100 constituencies across the UK (Conservative Campaign Headquarters).

TECHWARE (Melbourne)  
IT CONSULTANT   
AUGUST 2009 – January 2010 (6 month Contract)

Defined specifications, managed server roll-outs, and provided IT Solutions to over 50 small to medium businesses.

DELOITTE (Melbourne)  
SERVICE DESK ANALYST   
march 2009 – august 2009 (6 month Contract)

-Implemented business process improvement initiative, saving company thousands of pounds in project overrun fees. Thanked personally by head of department (Deloitte).

-Saved over £1000 worth of late project overrun fees due to IT intervention (Deloitte).

FACEBOOK   
DESKTOP SUPPORT ENGINEER   
APRIL 2009 TO JUNE 2009 (3 month Contract)  
 -VOIP Phone administrator and it system troubleshooter

ALLEN & OVERY  
24/7 SERVICEDESK ANALYST  
2008-2009(Contract)  
 -Promoted to 24/7 global support team and stand-in team leader (Allen & Overy).

**INTERESTS**

* **SPORTS**-Cycled from London to Brighton, London to Oxford, London to Ireland  
  -Competed in Amateur Thai Boxing competition,  
  -Tennis, Table Tennis,  
  -Wimbledon Ball Boy (1995)
* **MUSIC**  
  Played Piano (Grade 4 distinction) in concert hall on special occasion
* **RECENT ACTIVITIES**Talks and workshops attended recently:  
  - Appathon (Android) Guinness World Records Challenge  
  - Entrepreneurial Developments in Consultancy: What makes a successful consultant  
  - Effective communication (Body language, better presentations)  
  - Design Thinking - An Emerging Problem Solving Approach  
  - Can you work from anywhere? (Citrix, Mobile administration)  
  - Agile Project Management