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

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**SUMMARY**

* As a Systems Support Engineer, I have several years’ experience as an I.T Engineer (Applications, Support, Infrastructure, Servicedesk) coupled with a good level of basic/intermediate Linux, ruby, python scripting.
* Experienced working in PRINCE and Agile software development environments.
* BSc in Business Information Technology - Pass
* MSc degree in Digital Entrepreneurship (2014) - Pass
* Experience working for big name companies (Deloitte, General Electric, Facebook)

**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**

PCFG (PRIVATE COMMERCIAL FINANCE GROUP)

I.T BUSINESS ANALYST

03/11/14 - 05/11/16 (2 YEARS - PERMANENT)

-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

-Documentation of procedure and policy user guides, training, support and management of systems

-Feasibility Reports

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

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 on [Agile Project Management](https://view.publitas.com/p222-3420/agile-principles-as-facilitators-in-the-effective-delivery-od-digital-innovative-products-in-uk-firms/page/1).

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  
13/01/11 - 02/10/13 (3 year - Permanent)

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, logging, tracking, monitoring, and statistical report generation system. Increase in team efficiency, management reporting, stock provisioning, and resource planning.

CONSERVATIVE CAMPAIGN HEADQUARTERS  
NETWORK INFRASTRUCTURE ENGINEER  
 August 2009- January-2011 (3 Years - Permanent)

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  
IT CONSULTANT   
MARCH 2009 – NOVEMBER 2009 (12-month fixed term contract)

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

FACEBOOK   
DESKTOP SUPPORT ENGINEER   
JANUARY 2009 TO MARCH 2009 (3-month Contract)  
 VOIP Phone administrator and it system troubleshooter.

ALLEN & OVERY  
24/7 SERVICEDESK ANALYST  
August 2006-2008(3 Years Permanent)  
 Promoted to 24/7 global support team and stand-in team leader (Allen & Overy).

DELOITTE   
SERVICE DESK ANALYST   
march 2005 – august 2006 (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).

**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