Jonathan Ah-Yoon CV

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[](javascript://)

Summary

A talented hardworking MSc graduate specializing in Digital Entrepreneurship, with experience in Project Management, Business Analysis and Web/Software development.

I have several years’ experience working for major firms ([*Facebook*](https://en.wikipedia.org/wiki/Facebook), [*Conservative Party*](https://en.wikipedia.org/wiki/Facebook), [*Deloitte*](https://en.wikipedia.org/wiki/Deloitte), [*General Electric*](https://en.wikipedia.org/wiki/General_Electric), [*PCFG)*](https://www.pcfg.co.uk/about-us) within Business Analysis, IT Service Management and IT Support.

Certification

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

Education

2013–2014

*MSc in Digital Entrepreneurship* -Pass

([Goldsmiths University](http://www.gold.ac.uk/about/))

1998–2002

*BSc in Business Information Technology* -Pass

[University of Westminster](https://www.westminster.ac.uk/about-us)

Work Experience and Acquired Skills

12/06/16 – to date:

Part-time Deliveroo cyclist and Tech Degree student.

10/04/15 - 05/06/16: Business Analyst at [PCFG:](https://www.pcfg.co.uk/about-us)

-Gap analysis on data store document management system

-Requirements gathering for eQuote system

-UAT on electric quote application: Comfort and specification testing, Screen and Interface Wireframing of application features

-Data architect 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

03/11/14 - 10/04/15: Travelling through Asia for 6 months

22/03/11 - 03/04/13: Senior IT Engineer at [General Electric](http://ge.com/)

* Providing VIP I.T Support (1st,2nd,3rd line support) to CEO, CTO, CFO.
* Led development of a ticket management system.

28/01/09 - 05/12/10: Infrastructure Support Engineer [AIMIA (formely Groupe Aeroplan)](http://www.aimia.com/en.html)

* Contributed a business process improvement initiative saving company thousands of pounds in project overrun fees. Thanked personally by head of department.
* To ensure sustained service levels above 95% satisfaction.
* Focus on quality of customer service, ITIL framework to guide team in a structured and effective way.

Selected Projects

* Web Development

I have 2 years’ Web Development experience (Twitter Bootstrap HTML5, CSS3, MySQL, PHP, Java, Github, TDD, BDD, Python, Ruby on Rails). I have a portfolio of web projects including an online dating, recruitment[, fitness website.](http://kungpow.github.io/)

* [Generating Ideas](https://goo.gl/xS3zW1)

Using divergent and convergent thinking techniques to improve quality of ideas at the front-end of innovation

* [Research: Agile Principles Practices and Innovation](https://view.publitas.com/p222-3420/agile-principles-as-facilitators-in-the-effective-delivery-od-digital-innovative-products-in-uk-firms/)

An in depth literature review on how companies use Agile principles and practices to innovate products and services.

* [Development of Ticketing System](http://jonscv.github.io/img/portfolio/resized/techbar.png)

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.

* Firewall roll-out across UK constituencies CONSERVATIVE CAMPAIGN HEADQUARTERS (Network Infrastructure Analyst)

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

Interests

RECENT ACTIVITIES

Here is a list of 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)

- Drawing at the British Museum

- Design Thinking - An Emerging Problem Solving Approach

[- Can you work from anywhere? (Citrix, Mobile administration)](http://jonsblog.github.io/workfromanywhere/)

- Agile Project Management

SPORTS

- British Military Fitness

- 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