

Maykel Oenning
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Professional Profile

Enthusiastic professional with a proven track record of technical support skills that meet both individual and organisational needs with experiences ranging from reporting to management and analysis.

Skills:

- Experienced Tech Support (1st and 2nd line support), system admin, training and project management skills (MI Reports, Time plans and deadlines, stories and SDLCs).
- Experienced using Power BI data visualisation tool.
- Professional knowledge includes Groovy, Dax, Python (during my MSc), Cloud Services (supporting SaaS technology and using Amazon Web Services) and assisting Rest API integrations (guiding the user and providing functions to retrieve certain data by using API tool Postman), WordPress, HTML and CSS, SQL and SEO tools.
- Keen attention to detail and ability to absorb and retain information quickly.
- Experience working in a team-oriented and collaborative environment with a positive and friendly personality.

Certifications & Awards

Data-driven Decision Making, 2020
Msc. Information Systems and Management, 2014-2017 (Merits)
Prince2 Foundation and Practitioner, 2015
PostGrad Cert. Digital Media Management, 2013-2014 (Merits)
Bsc. Computer Science, 2005-2008

*Coursera
Birkbeck London
PeopleCert London
Birkbeck London
Unioeste, Brazil*

Languages

- Fluent English.
- Fluent Portuguese.
- Advanced Spanish.
- Basic French.

Employment History

PMO System Lead – FNZ

February 2019 – Present

- Responsible for managing the data systems owned by the Global PMO.
- Determining the type, frequency and method of data collection; facilitating the collection of project data; collecting data about data quality and timeliness and escalating where appropriate.
- Determining the analytical process to transform the data into management information and presenting the management information back to the leadership team to track the performance of the business and guide business decisions.
- Produce metric performance reports from the delivery team on Excel and Power BI.
- Work along with PMs to get SDLC control in place.

- Service asset and configuration management changes.
- Worked with Jira scripts (Groovy) to update config changes.
- Platforms managed/used: Jira, Power BI, Excel, Smartsheet, Hub Planner, Confluence, Workday, PPM.

Application Support / Customer Care Team Lead – Deltek February 2016 – January 2019

- Customer Care Team Lead and Application Support Specialist being the first escalation point for clients, allocation of tickets and overseeing the daily tasks and cases on our support platform and ensuring the quality of tickets and excellent customer satisfaction. Applications supported: TrafficLIVE and Workbook.

Application Support Specialist – TrafficLIVE/Deltek January 2014 – January 2016

- Support the SaaS studio management systems, TrafficLIVE with over 600 clients worldwide.
- Fill in incoming requests from the application support (TrafficLIVE) via telephone, customer portal (Zendesk/RNT) and e-mail to ensure courteous, timely and effective resolution of customer issues.
- Record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Collaboration and escalation of issues with Technical Consulting and Engineering.
- Develop Knowledge solutions and FAQ lists for customers.
- Follow SLAs according to the client packages to manage customer expectations.
- Test fixes provided by Engineering to ensure the problem has been adequately resolved.
- Fix reporting templates issues developed with HTML, CSS and Javascript.
- Assist integrations set-ups with clients on financial packages (Sage, Xero, QuickBooks).
- Assist integrations set-ups on Maconomy, Google Calendar, Exchange, Survey Monkey, Rest API.
- Provide IT support for printer setup and company applications.

IT Support Technician and Project Manager – Construction Support Line (UK) December 2012 – December 2013

- IT Support using in-house, Kayako and Zendesk ticketing systems.
- Work with 3rd parties (Network provider, Asterix Call Centre server and Phone telecom services).
- Testing software and phone applications.
- Manage QueueMetrics (Customer reports, Agents Real-time, Logs, Call Issues).
- Create and apply IT Disaster Recovery Plan: how to protect the business IT infrastructure in case of a disaster (ie: no internet, machine not working, phones not receiving calls, website down). Follow the IT Disaster Recovery Plan to improve the security and minimize the risk of delays.
- Create and manage users accounts such CRM, emails and phones.
- Manage inventory of the computers and peripherals.
- Train employees on how to use all applications.
- Setup and manage SIP/VOIP Phones, Asterix Call Centre Server.
- IT asset management.

Complaints Moderator and Customer Support (Helpdesk) – Badoo (UK) May 2011 – August 2013

- Moderating Badoo social network profiles, according to their guidelines.
- Provide IT Customer Support/Help Desk for Badoo social network users using Web and Thunderbird email application.
- Solving queries and issues from the social network and working with premium users on bug fixing.