

Raeven Cowell | IT Professional

PROFESSIONAL SUMMARY

IT professional with 7+ years of experience in technical support, project management a passion for data. Currently transitioning into data analytics, skilled in data visualisation (Power BI, Tableau), SQL, and Python, with a proven ability to drive data-driven decisions and operational efficiencies. Excited to contribute analytical skills to solve complex problems and deliver actionable insights.

SKILLS

Technical Skills:

- **Data Analysis:** SQL, Python (Pandas, Matplotlib, Seaborn), R Studio
- **Data Visualization:** Power BI, Tableau, Excel (Pivot Tables, VLOOKUP)
- **Data Handling:** Data Cleansing, Preprocessing, Data Structures, Big Data
- **Cloud Tools:** Azure Fundamentals, Microsoft 365, Intune MDM
- **IT Tools:** Active Directory, SCCM, Windows 10 OS, OSX, and iOS

Core Competencies:

- **Project Management:** Agile, Waterfall, JML Processes
- **Documentation & Training:** User Manuals, IT Documentation, Performance Reports
- **Customer Support:** IT Troubleshooting, User Support, SLA Management

WORK EXPERIENCE

VIP IT SUPPORT ENGINEER

Southwark Council | Contract Role | 12/2024 – Present

- Delivered personalised, high-quality IT assistance for executive and VIP users, including device setup, troubleshooting, app management, and proactive maintenance to ensure optimal performance, security, and seamless technology use during meetings and events.
- Acted as a bridge between VIP users and IT teams to resolve complex issues, maintain thorough documentation for improved future support, and provide training and best practices to enhance productivity and user experience.

IT SUPPORT ENGINEER

Alpha Group | Contract Role | 03/2024 – 09/2024 | London, UK |

- Automated workflows in Office 365, saving 15% in email management time by leveraging scripting and Power Automate.
- Administered Exchange, Teams, and SharePoint while managing Active Directory for over 150 users.
- Created performance reports and dashboards using Excel and Power BI to monitor support metrics.

DATA ANALYST TRAINEE

- Just IT | Skills Bootcamp | 12/2023 – 03/2024 | Remote, UK |
- Conducted in-depth data analysis and created data visualisations using Power BI, Tableau, and Excel to present findings that informed strategic decisions.
- Developed proficiency in SQL for querying databases and Python libraries (Pandas, Matplotlib, Seaborn) for data preprocessing and visualisation.
- Applied knowledge of data governance and architecture principles to design secure, efficient workflows.
- Delivered a project analysing large datasets, showcasing trends and actionable insights in a portfolio project.

IT TEAM LEADER

Shared Technology Services (Lewisham Council) | Temporary Role | 08/2023 – 11/2023 | London, UK

- Oversaw ICT infrastructure maintenance, including data centre operations and application support, ensuring 85% SLA adherence.
- Delivered monthly performance reports leveraging Power BI to evaluate team efficiency and service outcomes.
- Enhanced client support processes, increasing satisfaction rates by 10%.

IT SUPPORT OFFICER - USER ACCESS TEAM LEADER

Shared Technology Services (Lewisham Council) | Permanent Role | 07/2022 – 08/2023 | London, UK

- Led the User Access Team in managing permissions, licenses, and accounts for 3000+ users, achieving 98% accuracy rate in account transitions (JML processes).
- Designed user-friendly guides and conducted training sessions, improving system adoption by 20%.
- Created data-driven inventory dashboards using Excel to streamline hardware procurement decisions.

IT SUPPORT OFFICER

Shared Technology Services (Lewisham Council) | Permanent Role | 12/2020 – 07/2022 | London, UK

- Provided first and second-line IT support for hardware, software, and network issues, achieving 90% first-time resolution rates.
- Supported systems including Windows 10, OSX, iOS, Active Directory, Azure AD, Intune, Exchange, Office 365, Teams, Microsoft Defender, and VPN setups.
- Served as the primary IT contact for VIP users, delivering tailored IT solutions and maintaining a high standard of service delivery.

IT DEPLOYMENT OFFICER

Shared Technology Services (Lewisham Council) | Contract Role | 12/2019 – 12/2020 | London, UK

- Headed the Laptop rollout project, including successful hardware migration, orchestrating the transition from Windows 7 thin clients to Windows 10 laptops with precision and efficiency.
- Coordinated the deployment process meticulously, managing and ensuring the availability of essential resources such as hardware, software, licenses, and personnel, guaranteeing a seamless and well-prepared implementation.
- Delivered comprehensive training and support to end-users for the newly deployed systems, fostering a smooth transition and promptly addressing any arising issues or inquiries.
- Developing, revising, and managing documentation of service desk operations and support functions.

PROJECT SUPPORT OFFICER

- Lewisham Council | Fixed Term Contract Role | 08/2018 – 12/2019 | London, UK
- Assisted in project planning and scheduling, creating dashboards and weekly reports using Excel and Power BI, ensuring 95% adherence to deadlines.
- Maintained and updated project documentation, providing stakeholders with accurate, real-time project insights.
- Organised and facilitated project meetings, preparing agendas and tracking action items to ensure smooth project execution.

QUALIFICATIONS/ TRAINING

- Just IT Data Technician Skills Bootcamp – 2024
- ITIL Foundation V4 – 2021
- Microsoft Azure Fundamentals – 2021
- BCS Level 3 Certificates in Software Development, Programming – 2019
- BTEC Level 3 Diplomas in IT, Business, Media – Distinction* – 2016
- 9 GCSEs including Maths and English – 2013