
CODY LWIN

Professional Summary

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Motivated and analytical professional transitioning into IT Support, with over 15 years of experience in high-performance environments requiring precise risk management, data handling and problem-solving under pressure. Proven ability to manage sensitive information with discretion, streamline operations through data-driven workflows and self-learn technical tools including SQL, Power BI and advanced Excel.

Now pursuing a career in technology roles, with a particular interest in security and data, bringing a strong foundation in troubleshooting, communication and user-focused service. Eager to contribute to a dynamic technical team while continuing to develop expertise.

Work History

Applied Data & Performance Specialist: 2010 - Present

- Delivered high-stakes problem-solving in environments requiring confidentiality, precision and data-driven decision-making.
- Designed and implemented custom data workflows, enhancing operational efficiency, akin to ticketing and issue-tracking systems in IT.
- Taught / teaching myself tools (SQL, Power BI, Excel automation) to better visualise and act on client data, demonstrating technical curiosity and adaptability.
- Maintained strict compliance with privacy protocols when handling sensitive personal data, aligning with IT security and data governance standards.

Education

PGDip - Sports Therapy

- University of Gloucestershire
Graduated: May 2018

BSc 1st Class Hons - Sports Strength & Conditioning

- University of Gloucestershire
Graduated: May 2016

Hobbies

- Puzzle & Complex Strategy Games
- Building Desktop Computers
- Olympic Weightlifting
- Brazilian Jiu-Jitsu
- American Football
- Language - Studying Japanese
- Investment & Finance Podcasts
- Reading Psychology Literature

Key Skills

- IT Support Tools: Microsoft 365, Windows 10/11, Active Directory and Exchange (basic familiarity)
- Networking Basics: DNS, DHCP, VPN concepts (self-taught via online study)
- Analytical Tools: SQL (beginner), Power BI (beginner), Excel (PivotTables, Macros, Lookup functions)
- Problem-Solving: Root cause analysis, issue resolution under pressure
- Documentation & Process Improvement: Designing databases/workflows to improve service efficiency
- Soft Skills: Clear communicator, customer-focused, team-oriented, fast learner

IT Projects & Self-Learning

- Studying for CompTIA A+ / Security + and Microsoft Fundamentals certifications (actively preparing).
- Practising resolving simulated tickets and technical issues based on common service desk scenarios.

Certifications (In Progress / Targeted)

- Google IT Support Professional Certificate (ongoing)
- CompTIA Security+ (planned)
- CompTIA A+ (planned)
- Microsoft Certified: Azure Fundamentals (planned)
- ITIL Foundation (planned)

Technical Interests & Relevant Skills

- Microsoft Office / Excel Conversant
- Risk Identification & Mitigation
- Curiosity & Problem Solving
- Research & Statistical Analysis
- Collaboration & Communication
- Process Improvement & Workflow Optimisation
- Strategic Planning
- Passion for Cybersecurity & Continuous Learning

Covering Letter

I am writing to express my interest in the advertised role within your team. With a strong background in high-performance consulting across healthcare, academia and elite sports, I bring a unique blend of analytical thinking, process optimisation and problem-solving under pressure, skills that directly support the fast-paced and client-focused nature of IT support environments.

Over the past 15+ years, I have worked with sensitive client data, developed performance-focused databases and implemented structured workflows to drive measurable improvements in outcomes. My attention to confidentiality, risk mitigation and evidence-based decision-making aligns well with the demands of working within IT service desks, particularly in environments governed by SLAs and data security protocols.

I've now redirected my focus toward IT, upskilling in key technologies such as Microsoft 365, Power BI, SQL and Excel automation. I am also actively developing my knowledge of Windows Server, Active Directory, DNS and DHCP and am currently preparing for CompTIA A+/Security+ and Microsoft Fundamentals certification via the Google IT Support Professional Certificate. These efforts reflect my commitment to continuous learning and technical growth.

I'm confident that my proactive attitude, excellent communication skills and ability to learn quickly will allow me to contribute value to your team from day one. I thrive in collaborative environments, enjoy troubleshooting and helping others and am particularly drawn to roles that offer variety, structure and opportunities for development, all of which your company appears to offer.

Thank you for considering my application. I welcome the opportunity to further discuss how I can contribute to your team and would be happy to provide any additional information needed.

Warm regards,

Cody Lwin