

ERIC JAY

TECHNOLOGY OPERATIONS | IT ASSET LIFECYCLE | PROCESS IMPROVEMENT

London, UK | 07715 557 912 | ericnjay1996@gmail.com | github.com/ericjaytech

Open to relocation and available for consulting engagements from September 2026

PROFESSIONAL SUMMARY

Former Microsoft Inventory and Asset Technician with five years' experience supporting enterprise technology operations across Microsoft and Google environments, including an Astreya assignment on-site at Google. Experienced in hardware lifecycle management, inventory assurance, RMA and vendor coordination, ticket prioritisation, technical support and process standardisation. Launching an independent technology consultancy while completing a part-time postgraduate degree in computer science and AI.

CORE EXPERTISE

IT asset lifecycle and inventory | Data centre operations | Workplace technology support | Ticket and SLA management | RMA, procurement and vendors | Hardware diagnostics | Process documentation and training

PROFESSIONAL EXPERIENCE

Founder and Technology Consultant | Eric Jay Technology Consulting

Sep 2026-Present

London, UK | Independent practice

- Launching an independent practice focused on IT asset lifecycle, workplace technology operations, service-process design and practical automation.
- Consulting focus includes inventory control, device lifecycle processes, procurement and vendor coordination, ticketing workflows, operational documentation and team training.

Inventory and Asset Technician | Microsoft

Mar 2024-Aug 2026

Greater London, UK | On-site

- Improved inventory accuracy through cycle-count audits and stronger GDCO controls, contributing to a reported 15% month-on-month reduction in stock discrepancies.
- Coordinated Site Reliability Engineering, Project Management and suppliers to improve part availability and SLA delivery, contributing to average quarterly savings of about \$20,000 against pre-2024 costs.
- Supported server part replacement and diagnosis alongside data centre technicians, developing practical infrastructure support capability.
- Standardised operating procedures and contributed to quarterly training refreshers, improving process adoption and knowledge transfer.

Inventory Technician I | Astreya, assigned to Google

Jun 2021-Mar 2024

United Kingdom | On-site at Google

- Ranked among the top three resolvers for tickets and hardware orders in a 30+ person EMEA team.
- Managed the end-to-end hardware lifecycle across ordering, inventory, repair and RMA, vendor coordination, asset security and secure recycling.
- Maintained accurate asset records in SAP Fiori and internal systems while prioritising high-severity requests, reducing SLA resolution time by six hours against a 24-hour baseline.
- Delivered on-site and remote technical support to senior stakeholders, resolving device issues, preventing recurrence and maintaining clear response communication.

EDUCATION

Boston University | MS in Computer Science & Artificial Intelligence

2026-Present

Online, part-time | In progress

Birkbeck, University of London | BA (Hons) English Literature

Completed

Leadership: President and 1st XV Captain, Birkbeck RFC; Captain/Coach, SOAS RFC

CERTIFICATIONS

CompTIA A+ Certification

Google Data Analytics Certificate