Daniel Mullings

07732 360 311 ✆
Daniel-Mullings01@outlook.com ✉
https://github.com/Daniel-Mullings ⌽
https://dmullings.dev ☻

CAREER PROFILE

I am on track to achieve a First-Class BSc (Hons) in Computer Science from Coventry University. Throughout my academic and professional experiences, including at mid-sized IT enterprise environments such as at Triumph Motorcycles, I have demonstrated my ability to excel in fast-paced environments. I have experience providing support for a range of complex technical issues. Including installing, maintaining, and repairing hardware. I am also proficient in utilising industry-standard administrative tools within a Microsoft environment and have supported software specific to the automotive engineering and manufacturing sectors. In both industry and academia, I have contributed to team projects, developing software in C++, C#, and Python. I have also documented and deployed new technical procedures and solutions. My proactive approach to my work includes identifying opportunities to optimise workflows and automate routine tasks. I am eager to advance my IT career by securing a position within a company, where I believe I can make significant contributions and continue to develop professionally.

TECHNICAL AND PROFESSIONAL SKILLS

Software Development:	C++, C# w/ .NET, Python, Visual Studio, Unity, GitHub
Web Development:	HTML, CSS, Bootstrap, Firebase
Scripting:	Command Prompt, Powershell-
Technologies:	Active Directory, Exchange, Azure, SCCM, Intune
Operating Systems:	Windows XP to 11, Linux
Hardware:	Computer Hardware Assembly, Troubleshooting and Maintenance
Technical Support:	Provided remotely (Phone, Email and via Tickets) and In-person
Project Management:	Experience managing small-scale technical projects as an individual and team in academic and business environments. Using Agile principles and tools such as Azure DevOps and ClickUp.

EDUCATION

Coventry University, Coventry   **Sep 2021 – Present**
BSc (Hons) in Computer Science (First Class, Predicted)

Key Modules: Programming and Algorithms (87%), Database Systems (70%), Computer Architecture and Networks (69%), Software Engineering (73%), Operating Systems and Security, Activity-Led Learning Projects 1 (68%), Activity-Led Learning Projects 2 (71%)

Coventry College, Coventry   **Sep 2018 – Jul 2021**
A Level: BTEC Level 3 Extended Diploma in I.T. (Distinction* Distinction* Distinction*)
GCSEs: BTEC Level 2 Extended Certificate in I.T. (Distinction Merit)

WMG Academy, Coventry   **Sep 2015 – Jul 2017**
GCSEs: 5x A* – D including, English Language (9), Maths (4), Business Studies (C)

KEY IT PROJECTS

2022 University Project: Develop a game, "The Oregon Trail" for a group project   **Final Grade:** 71%

- Planning and Research – Working within a team of 4, analysing briefs, using Azure DevOps to catalogue and delegate tasks. Conduct research on how to implement each goal effectively.
- Design and Development – Creating flowcharts, ERD's, DFD's and design plans. Development using C++ and SQL, collaborating via GitHub and MS Teams. Tracking progress through Azure DevOps task boards and weekly Scrum meetings.
- Testing and Documentation – Using white box and black box testing methodologies to determine program functionality. Deliver presentations detailing the development process.
- Project Management – Tracking the progress of the team. Hosting meetings to debrief and identify future goals whilst taking meeting minutes. Identifying and resolving issues.

EMPLOYMENT

IT Placement Student, Triumph Motorcycles, Hinckley   **Jul 2024 – Aug 2028**

- Delivering high levels of customer service when resolving tickets as IT Technical Support.
- Account and device administration via AD, AAD and SCCM.
- Intune configuration, testing and pilot rollout across UK IT Ops, under support of a colleague.
- Asset management, provisioning devices for users with a range of requirements.
- Managing mini I.T. projects across departments, generating procedures and documentation.
- Creating scripts and programs to automate routine tasks and enhance end-user support.
- Installing, configuring and supporting everyday and automotive industry-specific software.

Crew Member, McDonald's, Coventry   **Jun 2021 – Sep 2021**

- Working on the front counter, taking orders and payments.
- Resolving customer disputes, liaising with supervisors where necessary.
- Serving dine-in orders to customers and fulfilling any further service requests.
- Cleaning and sanitising dining areas, disposing of rubbish and clearing tables.
- Filtering fryers, cleaning grills, sanitising and cleaning all stations and storage on close.

Sales Colleague, Currys PC World, Coventry   **Oct 2020 – Jan 2021**

- Welcoming customers entering the store, enquiring as to their visit and offering assistance.
- Building rapport with customers, identifying suitable products for their needs.
- Unloading and storing deliveries, using inventory management systems to record stock.
- Maintaining a presentable shop floor and uniform, rearranging and restocking items.
- Processing customer Click & Collect orders, handing them over to customers upon arrival.

VOLUNTEERING

IT Support, Warwick University, Coventry   **Sep 2019 – Sep 2020**

- Providing technical advice to expedite the resolution of student queries where support from business partners may be delayed.
- Diagnosing and resolving faults, conducting system recoveries, OS re-installation, security scans, system updates and optimisation.

INTERESTS AND ACHIEVEMENTS

Memberships: Member of the British Computer Society (BCS)

Health and Fitness: **Running –** I regularly enjoy going for 2.4k and 5k runs in the evening.

REFERENCES

AVAILABLE UPON REQUEST