

# Daniel Mullings

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<https://github.com/Daniel-Mullings> 

<https://dmullings.dev> 

## CAREER PROFILE

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I am on track to secure a First-Class BSc (Hons) in Computer Science from Coventry University. I have a proven track record of being able to thrive in a fast-paced environment, developed whilst working in medium-sized IT enterprise environments, such as Triumph Motorcycles. Providing high levels of customer support to resolve a broad scope of complex technical requests and incidents, both hardware and software related, repairing and refurbishing machines, using various tools within a Microsoft Environment, and supporting a range of industry leading software in the automotive and manufacturing sector. I have experience working in and managing small teams on a range of projects, both in academia and the workplace, developing software (C++, C# and Python); documenting procedures, and deploying new systems. I strive to take a proactive approach in my roles, such as identifying and optimising existing routines, utilising and developing my skills, such as automating routine tasks. I am keen to progress with a career in this field, by securing a role within a company where I feel I can make meaningful contributions and thrive.

## TECHNICAL AND PROFESSIONAL SKILLS

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**Script/Software Development:** Batch (CMD), Powershell, C++, C#, Python, SQL

**Web Development:** HTML, CSS, SASS, Bootstrap

**Technologies:** Active Directory, Azure, SCCM, SharePoint, Visual Studio, Unity, Git/GitHub, Firebase, MatLab

**Microsoft Office:** Word, PowerPoint, Excel, Access, Outlook, Teams

**Operating Systems:** Windows XP to 11, Linux

**Hardware:** Computer Systems Assembly, Troubleshooting and Maintenance

**Project Management:** 2+ Years' experience managing small-scale technical projects as an individual and team in academia and business environments. Using Agile principles and tools such as Azure DevOps and ClickUp.

## EDUCATION

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**Coventry University, Coventry**

**September 2021 – Present**

**BSc Computer Science:** First-Class Honours (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**

**September 2018 – July 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**

**September 2015 – July 2017**

**GCSEs:** 5x A\* – C, including English Language (9)

**Other:** European Computer Driving License (Distinction)

## KEY IT PROJECTS

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**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

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**IT Service Desk Engineer, Triumph Motorcycles**

**July 2024 – Present**

- Delivering high levels of customer service when resolving tickets as IT Technical Support.
- Account and device administration via AD, AAD, 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.
- Developing scripts and programs to automate routine tasks and enhance end-user support.
- Installing, configuring and supporting everyday software and Automotive Industry software.

**Crew Member, McDonald’s, Coventry**

**June 2021 – September 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**

**October 2020 – January 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

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**IT Support, Warwick University, Coventry**

**September 2019 – September 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

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**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

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**AVAILABLE UPON REQUEST**