Daniel Mullings

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CAREER PROFILE

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

Software Development:	C++, C# w/ .NET, Python, Visual Studio, Unity, GitHub
Web Development:	HTML, CSS, Bootstrap, Firebase
Scripting:	Command Prompt Scripts (Batch), Powershell Scripts (PS1)
Technologies:	Active Directory, Azure, SCCM, Intune
Operating Systems:	Windows XP to 11, Linux
Hardware:	Computer Hardware Assembly, Troubleshooting and Maintenance
Technical Support:	Support via Remote (Phone, Email, RPD) and In-Person means
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 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   **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* – C, including English Language (9)
Other: European Computer Driving License (Distinction)

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, 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