


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 perform 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 [COMPANY] where I feel I can make meaningful contributions and thrive.

TECHNICAL AND PROFESSIONAL SKILLS

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

Web Development: HTML, CSS, SASS, Bootstrap

Technologies: Intune, Azure, Active Directory, 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 technical projects with multiple Teams during academia using Agile principles and tools such as Azure DevOps

EDUCATION

Coventry University, BSc Computer Science **September 2021 – Present**

Predicted Grade: First-Class Honours

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%)

Employability Modules: ICDL (Distinction), Professional Training (TBC)

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

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 Service Desk Engineer, Triumph Motorcycles **July 2024 – Present**

- Delivering high levels of customer service when resolving tickets as L1 support.
- Account and device administration via AD, AAD, SCCM and Intune.
- 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.

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

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

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.
 Cooking – Recently I have taken up the new hobby of cooking with the goal of learning a new dish each week.

REFERENCES

Available upon request