

# Iman Kamrava

Feltham, England, United Kingdom



kamrava.iman@outlook.com



00447835528308



[linkedin.com/in/iman-kamrava](https://www.linkedin.com/in/iman-kamrava)



<http://ikamdev.co.uk/>



<https://github.com/lkamrava>

## Summary

I have a lot of IT industry experience and have worked for three major corporations. I'm switching my area of expertise to front-end web development because I have some experience with coding. In order to accomplish my objectives, I have joined Code Your Future as a student and volunteer.

## Experience



### Education Volunteer

CodeYourFuture

Sep 2022 - Present (5 months)

Helping trainees with the class's **HTML**, **CSS**, **Javascript**, and **React** tasks.

Checking their homework in **Github** and approving their **pull** requests.

Making suggestions on students' work.

Helping set up their work environments such as **React**, **VS code**, **Linux**, **Github** desktop and **Netlify**.



### Trainee

CodeYourFuture

Mar 2022 – Sep 2022 (7 mos)

As a trainee, I was learning to code as a front-end developer. The course covers these concepts :

**React**

**JavaScript**

**HTML**

**CSS**

**Rest API**

**Database**



### Information Technology Support Technician

Tearfund

**Oct 2019 - Present** (3 years four months)

Answering inbound calls from clients to fix or maintain their systems and tickets on our CRM system

Handling hardware problems for laptops, tablets, printers and cellphones (1200 users globally) Calling clients to help resolve their technical needs

Resolving employees' problems in a clear, courteous, and straightforward manner. Resolving problems related to Google suite applications

Installing general applications and resolving software and hardware problems (1200 users).  
Managing active directory and domain control at the end-user level.



## **Digi-Pals Volunteer**

Glasgow Life

May 2019 - Jul 2019 (3 months)

Helping adults gain basic digital skills in Glasgow Libraries, such as Microsoft Office, outlook, social media, and internet browsers.

Teach visitors how to use mobile or personal devices, such as Gmail, texting and app downloads.

Supported visitors navigating the universal credit website and showing them effective job searches.

Signposting visitors to specialist support service



## **Senior IT support specialist**

HEDCO

Jun 2012 - Nov 2018 (6 years six months)

Installing and maintaining windows 7 and 10.

Resolving problems related to Microsoft office (2010, 2013 and 2016), Adobe Acrobat and office 365.

Managing active directory and domain control at the end-user level.

Resolving TCP/IP problems.

Resolving employee's problems in a clear, courteous and straightforward manner.

Coaching and mentoring four new staff members, including conducting a performance review.

Demonstrating professionalism and courtesy with customers all the time

Maintaining heavy-duty multifunction printers and plotters (10 devices).

Maintenance UPS and stabilisers.

Administration of Kaspersky security centre (install, remove, maintain, create policy)



## **Information Technology Support Specialist**

Avajang ICT Group

Mar 2004 - Jun 2012 (8 years four months)

Provide daily management control to the Development Team members, providing guidance, assistance, and support as required.

Analysing the sales market, comparing competitor prices and changing our sales strategy.

Investigating new features in products and transferring them to sales and other employees.

Creating technical documents for sales channels.


Holding over 100 seminars and classes for sales partners and end-users.

Monitored and controlled financial performance against defined revenue and expense targets.

Responsible for managing a team of five associates

## Licenses & Certifications

 **Scriba** The Frontend Developer Career

 **CompTIA A+ - CompTIA A+**

 **TOEFL - TOEFL®**

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## Education

**Bachelor's degree, Information Technology**

Sep 2012 – Feb 2015

## Skills

- React.js
- JavaScript
- Cascading Style Sheets (CSS)
- HTML
- Node.js
- Git
- Linux
- Microsoft Visual Studio Code
- GitHub
- Netlify

