# PRITEN MAKWANA

JUNIOR SOFTWARE DEVELOPER 📍 IG5 0UL, ILFORD, UNITED KINGDOM 📞 07713036248

## DETAILS

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United Kingdom
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Date of birth
25/04/1994

## LINKS

LinkedIn

Github

## SKILLS

HTML5

CSS

JavaScript

Python

Agile

GitHub

IT Support

Desktop Support

Computer Hardware

Computer Networking

Cloud Computing

Google Cloud Platform

Microsoft 365

Microsoft Azure

Microsoft Sharepoint

Cisco Networking

Virtualisation

Cyber Security

Microsoft Exchange

Linux

IT Project Management

Extremely organized

Customer Service

Complex Problem Solving

## PROFILE

Experienced IT Support Consultant with a passion to be a software developer. Specialist in network infrastructures, security, and cloud systems with strong problem-solving and investigation skills. A confident communicator and collaborator with a diverse set of people in a variety of teams whilst also a self-disciplined, proactive, and organised independent worker. Constantly inspired by advances in technology, continuous and efficient learning with priority to deliver high-quality solutions to extensive cliental.

## EMPLOYMENT HISTORY

**Senior IT consultant, Sales lead, Project manager at Syntec, London**
October 2021 — June 2022

- *Managing Projects (Planning and completing independently and with a team): Office moves, Firewall upgrades, Microsoft 365 migrations, Software rollouts and server upgrades. (5 projects a month).*
- *Security and compliance consultancy (Discovery and management of threats, Incident Response and Vulnerability reporting).*
- *Independent representative to support and consult London clients.*
- *IT system Consulting (Refining systems for efficiency and security).*
- *Tailoring and Selling IT infrastructure to new and existing clients. On average 15 leads a month).*
- *Providing 3rd line support and being the last escalation point to resolve support issues. Closing at least 5 complex helpdesk calls a week.*

**Monk at Bhaktivedanta Manor, Watford**
January 2021 — October 2021

- Learning Sanskrit (ancient Indian language)
- Studying ancient Indian scriptures
- Farm work
- Managing technology
- Teaching seminars on scriptures
- Advising and cultivating
- Book distributor
- Cooking/cleaning
- Retreats lead
- Managing education projects

**Senior IT Support Consultant at Syntec, City of London**
November 2018 — November 2020

- *Working independently and in a team supporting 80 clients with an average of 30 helpdesk calls daily.*
- *Workstation/ Server daily support (Windows, Mac & Linux).*
- *Cloud daily support (Microsoft 365, Gsuite).*
- *Maintain Client Infrastructure (General maintenance, Disaster recovery and cloud backups) Backups are checked daily and maintenance run monthly.*
- *Security and compliance consultancy (Discovery and management of threats, Incident Response and Vulnerability reporting).*
- *Managing Projects (Planning and completing independently and with a team): Office moves, Firewall upgrades, Microsoft 365 migrations, Software rollouts and server upgrades (5 projects a month).*
- *Independent representative to support and consult London clients.*
- *IT system Consulting (Refining systems for efficiency and security).*
- *Customer services (phone and email).*

**Senior IT Consultant at NSIS IT, City of London**
December 2013 — November 2018

- *Part of a team supporting 100 clients with an average of 50 support calls being closed daily, the majority were within 2 hours.*
- *Workstation/ Server support daily (Windows, Mac & Linux)*
- *Cloud support daily(Microsoft 365, Gsuite)*
- *Maintain Client Infrastructure (General maintenance, Disaster recovery and cloud backups) Backups were checked daily and maintenance run monthly.*
- *Security and compliance consultancy (Discovery and management of threats, Incident Response and Vulnerability reporting).*
- *Project management (Planning and completing alone or with a team): Office moves, Firewall upgrades, Microsoft 365 migrations, server setups, Software rollouts (At least 3 projects on average a month).*
- *Technical head responsible for planning and deploying future proof infrastructure upgrades tailored to each client with prevention of security flaws.*
- *On-call 24/7(Responding to system disasters).*

### IT Analyst at Cloudberry, East London
September 2012 — December 2013

- *Part of a team with 50 tickets solved via Helpdesk/Onsite support daily.*
- *60 clients maintenance of servers and workstations was achieved daily by monitoring.*
- *At least 30 communications were sent out to clients daily via email or phone calls.*

## 🎓 EDUCATION

### GCSE's, Seven Kings High School, East London
September 2004 — September 2010

Mathematics, English, Science double award, Media studies, Geography, History, Design Technology, Information Communication Technology

### A-levels, Seven Kings High School, East London
September 2010 — September 2012

Media studies & Information communication technology

### Apprenticeship, JustIT, East London
October 2012 — October 2013

CompTIA A+ 701 and 702 and Information technology City and guilds Level 3

### Certification (Part time), Open University, East London
February 2015 — August 2019

My Digital Life, Technologies in practice, Discovering Mathematics, Object-oriented Java programming, Change, strategy, and projects

## ✔ COURSES

### Full-stack Web development, Code Institute
July 2022 — Present

### 5 Day Coding Challenge, Code Insititue
March 2022 — March 2022

### Microsoft Windows 7 & Server 2012, JustIT
October 2012 — October 2013

## 🌱 EXTRA-CURRICULAR ACTIVITIES

### Volunteering at Iskcon Soho and Bhaktivedanta Manor
November 2017 — Present

## 📣 REFERENCES

### References available upon request