

AFNAN KHAN

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Summary

Full-stack Developer with a strong foundation in technical support and a passion for front-end development. Leveraging of one year experience in providing technical support to public sector clients, including the NHS, police, and local councils. Proficient in diagnosing and troubleshooting complex technical issues, I have refined my problem-solving abilities and customer-centric approach.

Education

BA Digital Media & Technology, 2:1

2019 - 2022

Royal Holloway, University of London

Relevant Modules: Coding in the Arts, UX Design, Entrepreneurship and Digital Marketing, Data Visualization in JS

A Levels, BBC

2016 - 2018

Subjects: Math, Computing and Psychology

St Joseph's College, London

Experience

SUPPORT ENGINEER

Nov 2022 – Present

Content Guru | Bracknell, England

- Provided 2nd line support to clients, routinely working with the operations and application departments to optimise user experience and functionality of the software. Diagnosing and resolving issues related to various critical systems, including their chat platform, agent monitoring and VoIP call handling systems.
- Conducted training sessions to empower clients to navigate and utilise the provided technologies effectively.
- I developed a strong knowledge of network protocols and technologies (TCP/IP, VPN, firewalls, etc.)
- Proficiency in SQL database management and can perform advanced diagnostics and troubleshooting for SQL databases and applications, leveraging SQL to extract and analyse data, which played a pivotal role in identifying trends in issues, improving system performance, and making data-driven decisions to enhance call centre efficiency.
- Gained valuable experience through work in the Change department. I carried out upgrades using tools such as Puppet and GitLab and contributed to the planning and execution of system upgrades across worldwide platforms, ensuring minimal disruptions and improved system performance.

FREELANCE GRAPHIC DESIGNER

Sept 2021 – Oct 2022

London

- Created custom logos and visual identities tailored to clients' brand objectives using InDesign.
- Created social media templates for clients to use for posts, stories and reels using Adobe Illustrator.
- Effectively communicated design concepts and ideas to clients, incorporating feedback and revisions promptly, resulting in on-time project delivery and high client retention rates.
- Designed marketing collateral such as brochures, flyers, posters, and business card using Adobe Illustrator.

Additional

Technical Skills: SQL, HTML, CSS, Javascript, React, Node, Typescript

Soft Skills: Teamwork, Time management, Problem Solving, Attention to detail, Adaptability

Languages: English (Native), Urdu (Advanced)

Certifications & Training: React-The Complete Guide (Academind, 2022)