AFNAN KHAN

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Summary

Aspiring 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

- Conducted training sessions to empower clients to navigate and utilize the provided technologies effectively.
- Diagnosed and resolved issues related to various critical systems, including their chat platform, agent monitoring software, and VoIP call platform.
- Leveraged 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 rotations in the Change and Operations departments. Through this I carried out upgrades using tools such as Puppet, GitLab, IIS, and Nginx and contributed to the planning and execution of system upgrades, ensuring minimal disruptions and improved system performance.

FREELANCE GRAPHIC DESIGNER   **Aug 2022 – 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.

VICE PRESIDENT & GRAPHIC DESIGNER   **Sept 2021 – June 2022**
DNA Royal Holloway | Egham, Surrey

- Designed marketing collateral such as brochures, flyers, posters, and business card using Adobe Illustrator.
- Contributed to the organization of "Transcending Taboo," a ground-breaking week-long conference which featured renowned speakers such as David Nutt and Neil Woods.

Additional

Technical Skills: SQL, HTML, CSS, Javascript, React, Node
Soft Skills: Teamwork, Time management, Problem Solving, Attention to detail, Adaptability
Languages: English (Native), Urdu (Advanced)
Certifications & Training: React-The Complete Guide (Academind, 2022)