**AFNAN KHAN**

# <https://www.afnankhan.co.uk/> +447367454060 afnanbusiness0@gmail.com

image1.pngAn aspiring front-end developer with a strong foundation in technical support, problem-solving, and customer service. Leveraging over a year of experience in providing exceptional technical support to public sector clients, including the NHS, police, and local councils. Adept at diagnosing and troubleshooting complex technical issues, with a proven ability to enhance system performance through data-driven decision-making. Proficient in SQL, HTML, CSS, JavaScript/TypeScript, React, and developing full-stack solutions. Passionate about creating user-friendly, responsive, and visually appealing web applications. Committed to continual learning and professional growth in the field of full stack development.

**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 PsychologySt Joseph’s College, London

**Experience   
SUPPORT ENGINEER Nov 2022 – Present**Content Guru | Bracknell, England

* Conducted training sessions to empower clients to navigate and utilise 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 our Operations departments, carrying out system upgrades using Puppet for configuration management, GitLab for version control, and NGINX for configuring routing to our applications.
* Contributed to the planning and execution of system upgrades, ensuring minimal disruptions and improved system performance.
* Acquired hands-on experience with Docker containerisation, enabling efficient deployment and management of applications.

**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 Information  
Soft Skills:** Teamwork, Time management, Problem Solving, Attention to detail, Adaptability  
**Languages:** English (Native), Urdu (Advanced), Romanian (Beginner) **Certifications & Training:** React - The Complete Guide (Academind, 2022)