**AFNAN KHAN**

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Full-stack Developer with a strong foundation in technical support, problem-solving, and software development. Leveraging of one year experience in providing technical support to public sector clients, including the NHS, police, and local councils. Proficient in SQL, front end technologies and TypeScript, React, and developing full-stack solutions and committed to continual learning and professional growth in the field of full stack development.

image1.png**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 Visualisation 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

As a support engineer, I have provided 2nd line support to client’s using our cloud-based SaaS environment focused on providing software solutions for contact centres. In this role, I routinely work with the Operations and Application departments to optimise user experience and functionality of the software, diagnosing and resolving issues related to various critical systems. Key responsibilities and achievements include:

* 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 for the 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.
* Contributed to the planning and execution of system upgrades, ensuring minimal disruptions and improved system performance using Puppet for configuration management, GitLab for version control, and NGINX for configuring routing to our applications.
* Additionally, I have undertaken multiple month-long rotations in the change department, where I gained hands-on experience with a range of DevOps tools and processes, such as CI/CD pipelines and configuration management solutions as well as acquiring hands-on experience with containerisation using Docker, 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.

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