

Andrea Enning

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PROFESSIONAL PROFILE

Versatile IT professional with extensive experience in second-line support, cloud computing (AWS/Azure) and digital heritage platforms. First Class dissertation on RAG architecture directly applicable to conversational discovery systems. Holds accreditation in AWS re/Start, artificial intelligence workforce upskilling, and professional communication.

Published researcher featured in the *British Journal of Sociology* (November 2025) and Marie Curie research subject for the MIDIC project examining intercultural identity in the UK diaspora context.

ACADEMIC CREDENTIALS

Published Research Contribution

- Featured as “Giovanni” in Dr Simone Varriale’s peer-reviewed article: “Meritocracy, Recognition and Double Consciousness: Why Black and Muslim Italians Move to (and Sometimes Leave) Post-Brexit Britain” (*British Journal of Sociology*, November 2025)

Marie Curie Research Subject

- Participant in MIDIC project (EU Horizon 2020, Grant Agreements 841716/874979)
- Research conducted by Dr Annavittoria Sarli, Marie Curie Fellow, University of Birmingham (2020-2022)
- Dr Sarli now teaches Intercultural Communication at University of Parma

Media Feature

- Interviewed for Italics Magazine “Being Afro-European” series (July 2022)

EXPERIENCE

Digital Technical Mentor — University of South Wales

Sept 2023 - Aug 2024

- Delivered Microsoft 365 training sessions on digital tools and software platforms
- Created documentation for support process optimisation
- Provided hands-on IT support and technical assistance
- Managed departmental communications and inquiries

End User Computing Desktop Support — University of South Wales Sept 2023 - Aug 2024

- Managed technical support across multiple campuses for over 23,000 users
- Administered Azure Active Directory accounts and virtual application delivery
- Supported Microsoft 365 applications and implemented security protocols

STEM Ambassador & Technical Trainer — Technocamps

July 2022 - Aug 2024

- Developed A-Level DigiTech websites using Figma, HTML, CSS and JavaScript
- Mentored students in UI/UX design principles and GitHub version control
- Delivered CPD training to Welsh educators on digital teaching strategies
- Researched applications of Generative AI tools for neurodiverse education

Database Systems Developer — FirstGens CIC

2023 - 2024

- Developed Airtable database system enabling data-driven impact reporting

- System secured USW Widening Participation funding for the organisation
- Contributed to FirstGens' first published Impact Report (2023-2024)

Executive Assistant — Nyfasi eCommerce

Sept 2020 - Dec 2020

- Development and maintenance of Shopify website
- Supported digital marketing, R&D and brand awareness
- Helped launch first 500 units with minimal investment

PROJECTS

Heritage Platform Prototypes

- RAG-enabled conversational discovery system (dissertation project)
- Omeka S digital archive configuration for heritage collections
- Wazuh SIEM implementation for ISO/IEC 27001 alignment

Infrastructure Projects

- VMware environment with Active Directory SSO and PowerShell automation
- Microsoft 365 tenant hardening with MFA and Conditional Access

EDUCATION

AWS Cloud Engineering re/Start Bootcamp — Cardiff and Vale College

Sept 2024

- Cloud-native application design, network architecture, and security

BSc (Hons) ICT — University of South Wales

June 2024

- **Classification:** Second Class Honours (2:1)
- **Dissertation:** “Levelling the Playing Field Using Generative AI Coding Assistant – an Implementation of RAG Architecture” attained **First Class Honours**

TECHNICAL SKILLS

Cloud & Microsoft

- Azure Active Directory
- Microsoft 365 Admin
- SharePoint/Teams
- Conditional Access

Security & Compliance

- Wazuh SIEM
- ISO/IEC 27001
- GDPR Compliance
- MFA Implementation

Development

- Python/RAG
- HTML/CSS/JavaScript
- Omeka S
- Git/GitHub

LANGUAGES

English (Native) | Italian (Native)

REFERENCES

Gary Thompson, Cables and Cameras CIC (Bristol) — Available upon request