

Andrea Enning

Nottinghamshire, UK | andiekobbiets@outlook.com | [linkedin.com/in/andiekobbiets/](https://www.linkedin.com/in/andiekobbiets/) | github.com/andiekobbiets | +44 07480 261369

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 Annalisa 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
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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
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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**
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Technical Skills

Cloud & Microsoft	Security & Compliance	Development
Azure Active Directory	Wazuh SIEM	Python/RAG

Cloud & Microsoft	Security & Compliance	Development
Microsoft 365 Admin	ISO/IEC 27001	HTML/CSS/JavaScript
SharePoint/Teams	GDPR Compliance	Omeka S
Conditional Access	MFA Implementation	Git/GitHub

Languages

English (Native) | Italian (Native)

References

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