Andrea Enning

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Professional Profile

I am an extremely versatile IT professional with extensive experience in second-line support, cloud computing (AWS/Azure), product management, and AI development. Holds accreditation in AWS re/Start, artificial intelligence workforce upskilling, and professional communication. Recently served as Product & User Support Coordinator at PRGRSS mentoring platform (launched on Android & Apple), where I managed product coordination, customer success, and QA leadership while coordinating Firebase/React/TypeScript infrastructure development. Currently co-founding Getaway AI travel agent and building AI chatbots for neurodiversity-focused companies.

Experience

Product & User Support Coordinator | PRGRSS Mentoring Platform

April 2025 - July 2025

- Served in evolving role encompassing product coordination, customer success, and QA leadership for mentoring platform launched on Android & Apple app stores
- Built interactive prototypes using Lovable for admin dashboards, mentor-mentee messaging flows, and job listings interfaces
- Led user support coordination: collected and prioritized mentee feedback from 21-22 attendees at webinars, managed individual mentee calls, and coordinated developer standup meetings
- Established QA processes including app testing protocols, identifying QA talent from testing groups, and coordinating bug reporting workflows
- Coordinated Firebase backend and React/TypeScript frontend integration with development team

Digital Technical Mentor | University of South Wales

Sept 2023 - Aug 2024

- Delivered training sessions on digital tools and software platforms to students and faculty

- Compiled USW Widening Participation Reports analyzing 9-month cohort data on student retention and dropout rates
- Created documentation for support process optimization, improving departmental efficiency
- Provided hands-on IT support and technical assistance across multiple departments

End User Computing Desktop Support | University of South Wales

Sept 2023 - Aug 2024

- Managed technical support across multiple campuses for over 23,000 users
- Provided user and account support while administering virtual application delivery
- Created documentation guides and managed Azure Active Directory accounts
- Supported Microsoft 365 applications and implemented security protocols

STEM Ambassador & Technical Trainer | Technocamps

Feb 2023 - Aug 2024

- Developed A-Level DigiTech websites using Figma, HTML, CSS and JavaScript for student portfolios
- Mentored students in UI/UX design principles and GitHub version control workflows
- Delivered CPD training to Welsh educators on digital teaching strategies and emerging technologies
- Trained Ukrainian refugee children on STEM fundamentals during dedicated workshops (Feb-Apr 2023)
- Integrated LEGO SPIKE kits to teach Python and robotics fundamentals to secondary students
- Researched applications of Generative AI tools for neurodiverse education accessibility

Executive Assistant | Nyfasi eCommerce

Sept 2020 - Dec 2020

- Development and maintenance of Shopify website for first 500 unit launch with minimal investment
- Supported digital marketing, R&D and brand awareness campaigns for beauty product line
- Provided technical support for content creation and e-commerce operations

Checkout Customer Assistant | Tesco Superstore

June 2016 - July 2020
- Trained new staff on POS systems, payment processing technologies, and customer service protocols
- Provided frontline technical support for customers experiencing self-checkout system issues
- Collaborated with IT support team to escalate and resolve system outages

Projects

Getaway AI Travel Agent | Co-founder & Strategic Advisor

May 2025 - Present
- Co-founding AI-powered holiday planning agent using agentic architecture and fine-tuned travel expertise models
- Architecting system with Firecrawl for web scraping (Airbnb, local activities), Laminar for agent debugging

AI Chatbot for Diversita | Developer

2025
- Built AI-powered chatbot for neurodiversity-focused company specializing in NLP and knowledge base integration

IVF Foundation Charity Website | Developer & Event Organizer

Oct 2025 - Jan 2026
- Built charity website for Irene Vera Foundation focused on neurodiversity awareness
- Coordinated ADHD webinar targeting 30+ attendees and Cake & Culture event (Nov 26, 2025)

FirstGens | Founding Team Member, Brand Ambassador & Multi-Role Contributor

Dec 2023 - Present
- Founding team member for first-generation student support organization (now CIC), joining at inception
- Tech Advisor role: led website migration, data architecture decisions, platform strategy

- NavigateU Session Coordinator: managed webinar logistics, collected engagement metrics
- Led university stakeholder engagement with USW for widening participation partnerships

Live Prototypes (Lovable.dev Portfolio)

Project	URL
FirstGens NavigateU	mentor-dynamic-directory.lovable.app
GetAway AI Travel Planner	getaway-ai-voyage-planner.lovable.app
PRGRSS Mentor Connect	prgrss-mentor-connect-02.lovable.app
QuickShip Estimator	ship-smart-guess.lovable.app
PRGRSS iOS App	App Store

Education

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

Sept 2024
- Gained expertise in cloud-native application design, network architecture, and security

BSc (Hons) ICT | University of South Wales

July 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 (1st)

Technical Skills

Cloud & Microsoft Technologies
- Azure Active Directory, Azure Virtual Desktop, Microsoft 365 Suite/Admin, Firebase, Group Policy Management

Programming & Scripting
- JSON/YAML, HTML/CSS/MySQL, JavaScript/TypeScript, React, Python, Bash/Shell, PowerShell

Network & Security
- DNS Principles, Packet Tracer, GDPR Compliance, Information Security, Wireshark

Development Tools
- Visual Studio Code, Git/Version Control, Bootstrap/Tailwind CSS, Lovable (prototyping), Figma

AI & Product Tools
- ChatGPT/Claude/Perplexity, Generative AI/NLP, Custom GPT Development, Prompt Engineering, Firecrawl, Laminar

Languages
- English (Native), Italian (Native)

References

Available upon request