Nathan Tang

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Personal Statement

A highly analytical and reliable professional transitioning to IT, with a background in pharmacy that demanded absolute accuracy and effective decision-making under pressure. I bring a disciplined approach to problem-solving, prioritisation, and user communication, consistently aiming to deliver swift resolutions and minimise disruption. Motivated to continually expand my technical expertise, I am eager to leverage my analytical strengths in roles including, but not limited to, service desk support, software development, data analysis, network /support engineering and project management.

Education

Computer Science BSc (Hons) | Kingston University London | 2023-2026

- Key modules: Networking Concepts, Requirements Engineering Analysis & Design, Programming, Software Development Practice, Advanced Data Modelling
- Related coursework: Networking Design (68%), IP Address Scheme Design and Static Routing (78%), Comparison of IP Routing Protocols (80%), Operating Systems (90%), Algorithms, Parallel Programming, Neural Networks & LLMs (80%), Java Swing Application Portfolio (100%)

Computing BTEC Level 3 National Extended Diploma | Abingdon & Witney College | 2017-2019

- Grade: DDD
- Key modules: Computer Networking, IT Systems Security & Encryption, Mobile Apps Development, Website Development, Virtualisation
- Related coursework: Planning & Management of Computing Projects, Software Design & Development Project, Business Applications of Social Media, The Impact of Computing, Human-Computer Interaction

Work Experience

Locum Pharmacy Dispenser | Self-employed | Oxfordshire & Greater London | 2023-Present

- Proved highly adaptable and self-sufficient, rapidly integrating into diverse teams and quickly mastering new systems and technologies to deliver immediate value with minimal guidance.
- Worked well within a team environment with personnel at all levels, taking a sympathetic approach and helping others to succeed.
- Proactively diagnosed and resolved technical software issues and complex data discrepancies, serving as an on-site technical resource to maintain system uptime, data accuracy, and continuous patient service.

Pharmacy Dispenser | Enimed Ltd | Oxfordshire | 2021-2023

- Trusted with keyholder responsibilities and the training of new staff on software protocols, ensuring strict adherence to GDPR and data security standards.
- Developed a methodical approach to troubleshooting as the first point of contact for technical and service issues, effectively resolving problems under pressure to ensure operational continuity.
- Maintained meticulous data integrity and compliance within all digital systems, ensuring the highest standards of accuracy and confidentiality for patient records.

Pharmacy Dispenser | Lloyds Pharmacy | Oxfordshire | 2019-2021

- Developed a rigorous understanding of process adherence and attention to detail by accurately processing prescriptions and managing stock levels within the pharmacy system.
- Built a strong foundation in professional communication, clearly explaining procedures and information to patients and healthcare professionals.
- Quickly became proficient in the PMR system, demonstrating an ability to rapidly learn and navigate new software platforms from no prior experience.

Placement | Webexpenses | Oxfordshire | December 2018

- Involvement in both theoretical, practical elements and production level work.
- Assisted in testing programs using JavaScript, AngularJS, and SQL.
- Gained foundational knowledge of Agile methodologies, machine set-up, test programme application and production-level coding.

Projects

Network Infrastructure Design & Simulation | University Coursework | 2024

- Designed and configured a logical RIPv2 network using Cisco Packet Tracer for a medium-sized business, including an IP address scheme and static routing configuration.
- Analysed and compared IP routing protocols, achieving 80% on the comparative report. This required an analytical approach to evaluate the efficiency of different technical solutions.

'CV Builder' Java Swing Desktop Application | University Coursework | 2024

- Developed a Java Swing CV Builder application with a graphical user interface (GUI) for data management tasks.
- Applied core OOP principles to create maintainable and scalable code, achieving a 100% grade.
- Solved a real-world problem by automating resume creation, with features for saving projects and exporting to standard document formats.
- Technologies used: Java (Swing), Apache NetBeans IDE, VS Code, GitLab, MS Office

'userprofilebuilder' Java Swing Desktop Application Extension | University Coursework | 2024

- Engineered a Java Swing desktop application extension to perform full CRUD operations on user profiles, ensuring data validation and persistence.

- Applied object-oriented design patterns to create a maintainable codebase and built an intuitive graphical interface for ease of use.
- Successfully extended a legacy codebase, adding new features while improving overall code structure and error handling.

Personal Portfolio (In progress) | Personal | 2025

- Designed and developed a responsive portfolio website using HTML, CSS, and JavaScript to showcase academic and independent projects.
- Implemented clean, structured code in VS Code with GitHub for version control.

Technical Skills

- Programming: Java, Python, JavaScript, HTML/CSS, SQL (learning), Swift (learning)
- Tools: GitHub/GitLab, Cisco Packet Tracer, Apache NetBeans, IntelliJ IDEA, VSCode, Xcode, Figma, MATLAB (learning)

Transferable Skills

- Communication: Fluent English; basic German, French, and Romanian. Adept at translating complex technical information into clear instructions for diverse users. Proven ability to resolve sensitive client queries with empathy and build strong rapport to foster collaborative team environments.
- Leadership & Teamwork: Trusted with keyholder responsibilities and trained 5+ colleagues on new systems. A collaborative problem-solver, effective in both independent and team-based settings. Recognized for a supportive approach and commitment to shared team goals.
- Problem-Solving & Adaptability: Proficient in diagnosing and resolving system errors and workflow bottlenecks. A quick learner who rapidly masters new tools and adapts processes to enhance efficiency and maintain service continuity under pressure.
- Organization & Resilience: Expertly prioritizes tasks to meet critical deadlines in demanding environments. Proactively streamlines processes to reduce delays and boost productivity.

Achievements & Certifications

- IT Focus: General Data Protection Regulation (GDPR) Fundamentals
- Healthcare: NVQ Level 2 Pharmacy Assistant, Certified Health Champion, Antimicrobial Stewardship, Infection Prevention & Control, Zero Suicide Awareness
- Sports: Kingston University Men's Football Team, FA Youth Cup 2nd Round Proper participant (Clanfield 85 FC, 2017)