

# NICHITA MAFTEI

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## EDUCATION

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- Sep 2022-  
June 2025     **Kingston University London (Currently Studying)**  
2<sup>nd</sup> year Computer Science BSc(Hons) Student
- Sep 2020-  
May 2022     **Luton Sixth Form College**  
A-Levels: Computer Science, Finance, Economics
- Sep 2017-  
May 2020     **All Saints Academy Dunstable**  
GCSEs: 9 subjects at grades 4 to 7 including English Language and Maths

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## EXPERIENCE

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- Sep 2023-  
May 2024     **Kingston University London**  
**Academic Mentor for Computer Science (Currently ongoing)**
- Provided guidance and support to 1st-year students in the Computer Science program.
  - Assisted mentees with academic challenges.
  - Facilitated regular mentoring sessions to address questions and concerns.
  - Shared insights and experiences to help mentees navigate their first year successfully.
  - Fostered a positive and inclusive learning environment.
  - Encouraged and motivated students to excel in their studies.
  - Created an informal friendly space for mentees to learn collaboratively at their own pace.
  - Facilitate learning, working regularly with a small group of mentees.
  - Listen, question, challenge and enable mentees to find solutions and make progress.
  - Refresh and consolidate their subject knowledge.
- May 2023-  
Aug 2023     **Advantage Travel Partnership, London**  
**I.T Intern**
- Created and implemented custom PowerShell scripts to establish robust connections and integration with the company's Azure and Exchange environments, often dealing with data and outputting it into excel to comb over.
  - Created and presented a Cyber Security Awareness PowerPoint presentation to 20-25 employees.
  - Created and configured user accounts for new employees within the organization using Microsoft 365 (M365) administration tools.
  - Designed and maintained comprehensive Visio diagrams illustrating current team call flows, collaborating closely with departmental stakeholders to capture and document specific requirements for call routing etc, restructuring the call flow as needed via Teams Admin Centre.
  - Actively engaged in daily morning stand-up meetings, providing updates on completed tasks, ongoing projects, and outlining daily objectives.
  - Improved their Microsoft Secure Score through tweaking their Endpoint configurations (Intune).
  - Improved their Compliance score.
  - Performed a thorough clean-up of obsolete roles and permissions within the Domain Controller.

July 2019- **Advantage Travel Partnership, London**

July 2019 **I.T Assistant**

- Attended and actively participated in I.T. meetings, gaining insights into company objectives.
- Logged and managed support calls efficiently.
- Participated in mock interviews, improving interview and interpersonal skills.
- Resolved issues with the company's calling system, ensuring smooth communication.
- Assisted in implementing Multi-Factor Authentication (MFA) for enhanced security.
- Engaged in various cybersecurity tasks, contributing to the company's data protection efforts.
- Developed and refined communication skills through daily interactions with team members.
- Enhanced problem-solving abilities by tackling diverse technical challenges.
- Collaborated effectively with colleagues, strengthening teamwork and cooperation skills.

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## SKILLS

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### Technical

- Experience in system administration in Windows environments.
- Experience working in a Microsoft-centric remote environment.
- Worked in a Hybrid and Off-prem environment
- Proficient in a variety of programming languages, including Python, Java, and Javascript.
- Skilled in HTML and CSS for web development, including creating and styling web pages.
- PowerShell scripting with Azure AD, Exchange Online and MS Online module integration.

### IT Tools and Software

- Advanced proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) for documentation and data analysis.
- Familiarity with IT-specific software such as HaloITSM for efficient ticket and project management.

### Communication and Collaboration

- Effective communication skills for working with cross-functional teams and non-technical stakeholders.
- Collaborative approach to problem-solving and teamwork.
- Ability to communicate efficiently with those who require my help.
- Ability to present in front of groups of people.

### Customer Service

- Strong customer service orientation for assisting end-users with technical issues.
- Empathetic and patient approach to resolving user problems.

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## INTERESTS AND ACTIVITIES

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- **Fitness Enthusiast:** I have a strong passion for maintaining a healthy lifestyle, which includes regular trips to the gym and going swimming.
- **Driving:** I frequently go on recreational drives while enjoying music, which I find incredibly soothing and a great way to unwind.
- **Travel:** I enjoy visiting different countries and exploring various cultures and foods.