Suraj Pandey
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Professional Summary

Highly motivated IT professional with an MSc in Software Engineering (Distinction) and proven experience in both technical and end-user support environments. Adept at troubleshooting hardware and software issues, resolving service desk tickets, and providing exceptional customer service under pressure. Demonstrated ability to work collaboratively in busy, deadline-driven environments with strong attention to detail. Eager to develop further as an IT Support Analyst Apprentice by leveraging strong technical, communication, and problem-solving skills.

Key Skills

Technical Skills

- Windows OS installation, configuration & troubleshooting

- Microsoft Office 365 administration & support

- Azure Fundamentals (AZ-900 certified), Azure Entra AD knowledge

- Active Directory (AD) user administration

- Hardware support: Laptops, desktops, mobile devices & printers

- RESTful API integration, Python, Django

- Front-end: HTML5, CSS3, JavaScript, React.js, Bootstrap, Material-UI

- Version control: Git, GitHub

- Responsive web design & accessibility standards

- IT Service Management (ticket logging, escalation & resolution)

- Basic server administration exposure (Windows Server 2012+ familiarisation)

Soft Skills

- Strong communication & customer service

- Analytical and problem-solving

- Teamwork and collaboration

- Organisational and time management

- Attention to detail

- Adaptable and resilient

- Eagerness to learn and self-motivated

Certifications

- **Microsoft Azure Fundamentals (AZ-900)** – LinkedIn Learning, 2025
- **Python Essential Training** – LinkedIn Learning, 2025

Work Experience

Cleaner
Heathrow Terminal 2 (Tiffany & Co.), via First Call Contract Services, London, UK
Dec 2023 – Present

- Delivered high standards of service, maintaining cleanliness and supporting compliance for over 1,000 daily passengers in a high-pressure, regulated environment.
- Reduced material waste by 15% through inventory optimisation.
- Collaborated effectively with team members to support seamless daily operations.

Warehouse Operative
EVRI, London, UK / Asendia, London, UK via First Call Contract Services
June 2024 – Sep 2024

- Managed mail sorting using digital systems, performed manual scanning, weighing and tracking packages within tight deadlines.
- Supported IT-based workflows: operated digital scanning equipment and updated inventory records.
- Ensured productivity, accuracy and adaptable teamwork in fast-paced environments.

Front-End Developer
Pragmatic Technology Pvt. Ltd., Nepal | May 2020 – OCT 2023

- Built and supported user-facing web applications for over 2,000 users.
- Led accessibility and support initiatives, raising standards and resolving technical queries.
- Conducted user research, contributed to 100% on-time major launches.

Education

MSc (Distinction): Software Engineering
University of West London, Ealing, UK | Graduated Jun 2025

- Dissertation: AI-Driven Chatbot for E-commerce Platforms
- Project: Developed web app automating 80% of customer support via GPT-4

BSc: Computer Science and Information Technology
Birendra Memorial College, Dharan, Nepal | Graduated Dec 2020

- Project: Simulated banking network, reducing infrastructure costs by 30%

Projects

- **WalkNex E-commerce Platform:**

- Automated user support; maintained 99% uptime; improved customer experience and session duration.

- *Additional technical project details available on request.*

Languages

- English: Advanced (IELTS 6.5)

- Nepali: Proficient (C2)

- Hindi: Fluent

Hobbies & Interests

- Reading technology books

- Coding and learning new technologies

- Travelling and team sports

- Music