


Daniel Mullings

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CAREER PROFILE

I am on track to achieve a First-Class BSc (Hons) in Computer Science from Coventry University. Throughout my academic and professional experiences, including at mid-sized IT enterprise environments such as at Triumph Motorcycles, I have demonstrated my ability to excel in fast-paced environments. I have experience providing support for a complex range of technical issues. Including installing, maintaining, and repairing hardware. I am also proficient in utilising industry-standard administrative tools within a Microsoft environment and have supported software specific to the automotive engineering and manufacturing sectors. In both industry and academia, I have contributed to team projects, developing software in C++, C#, and Python. I have also documented and deployed new technical procedures and solutions. My proactive approach to my work includes identifying opportunities to optimise workflows and automate routine tasks. I am eager to advance my IT career by securing a position at a company where I can deliver meaningful contributions and continue to develop professionally.

TECHNICAL AND PROFESSIONAL SKILLS

Software Development:	C++, C# .NET, Python, Visual Studio, Unity, GitHub
Web Development:	HTML, CSS, Bootstrap, Firebase
Scripting:	Command Prompt, Powershell
Technologies:	365, Exchange, Active Directory, SCCM, Azure, Intune
Operating Systems:	Windows XP to 11, Linux
Hardware:	Computer Hardware Assembly, Troubleshooting and Maintenance
Technical Support:	Provided remotely (Phone, Email and via Tickets) and In-person
Project Management:	Experience managing small-scale technical projects as an individual and team in academic and professional environments. Using Agile principles and tools such as Azure DevOps and ClickUp.

EDUCATION

BSc Computer Science (First Class, Predicted) **Sep 2021 – Present**
Coventry University, Coventry

Key Modules: Programming and Algorithms (87%), Database Systems (70%), Computer Architecture and Networks (69%), Software Engineering (73%), Operating Systems and Security, Activity-Led Learning Projects 1 (68%), Activity-Led Learning Projects 2 (71%)

A-Levels

Coventry College, Coventry

BTEC Level 3 Extended Diploma in I.T. (Distinction* Distinction* Distinction*)

GCSEs

Coventry College & WMG Academy for Young Engineers, Coventry

5x A* – C, including English Language, Maths, I.T.

KEY IT PROJECTS

2022 University Project: Develop a game, “The Oregon Trail” for a group project **Final Grade:** 71%

- Planning and Research – Working within a team of 4, analysing briefs, using Azure DevOps to catalogue and delegate tasks. Conduct research on how to implement each goal effectively.
- Design and Development – Creating flowcharts, ERD’s, DFD’s and design plans. Development using C++ and SQL, collaborating via GitHub and MS Teams. Tracking progress through Azure DevOps task boards and weekly Scrum meetings.
- Testing and Documentation – Using white box and black box testing methodologies to determine program functionality. Deliver presentations detailing the development process.
- Project Management – Tracking the progress of the team. Hosting meetings to debrief and identify future goals whilst taking meeting minutes. Identifying and resolving issues.

EMPLOYMENT

IT Placement Student, Triumph Motorcycles, Hinckley **Jul 2023 – Aug 2024**

- Delivering high levels of customer service when resolving tickets as IT Technical Support.
- Account and device administration via AD, AAD and SCCM.
- Intune configuration, testing and pilot rollout across UK IT Ops, under support of a colleague.
- Asset management, provisioning devices for users with a range of requirements.
- Managing mini I.T. projects across departments, generating procedures and documentation.
- Creating scripts and programs to automate routine tasks and enhance end-user support.
- Installing, configuring and supporting everyday and automotive industry-specific software.

Crew Member, McDonald’s, Coventry **Jun 2021 – Sep 2021**

- Working on the front counter, taking orders and payments.
- Resolving customer disputes, liaising with supervisors where necessary.
- Serving dine-in orders to customers and fulfilling any further service requests.
- Cleaning and sanitising dining areas, disposing of rubbish and clearing tables.
- Filtering fryers, cleaning grills, sanitising and cleaning all stations and storage on close.

Sales Colleague, Currys PC World, Coventry **Oct 2020 – Jan 2021**

- Welcoming customers entering the store, enquiring as to their visit and offering assistance.
- Building rapport with customers, identifying suitable products for their needs.
- Unloading and storing deliveries, using inventory management systems to record stock.
- Maintaining a presentable shop floor and uniform, rearranging and restocking items.
- Processing customer Click & Collect orders, handing them over to customers upon arrival.

VOLUNTEERING

IT Support, Warwick University, Coventry **Sep 2019 – Sep 2020**

- Providing technical advice to expedite the resolution of student queries where support from business partners may be delayed.
- Diagnosing and resolving faults, conducting system recoveries, OS re-installation, security scans, system updates and optimisation.

INTERESTS AND ACHIEVEMENTS

Memberships: Member of the British Computer Society (BCS)

Health and Fitness: **Running** – I regularly enjoy going for 2.4k and 5k runs in the evening.

REFERENCES

AVAILABLE UPON REQUEST