

Adil Khan

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Education

University of Huddersfield

18/Sep/2017 to 10/Jul/2020

BA (Hons) Computing in Business (Grade Upper Second)

Modules included: Web Design and Programming, User Experience (UX), Management within an I.T. Environment, Information Architecture, Hardware and Networks Digital and Social Media Marketing,

Kirklees College IT

2014 to 2017

Extended Diploma level 3 | D*D D

Moor End Academy

2009 to 2014

5 GCSE's, Distinction in ICT, C in English, and Maths

Employment

Technical Support

14/July/2021 to 3/Sep/2023

PlusNet

- Providing 1st line technical support to customers via telephone and email.
- Analysed and identified type of issue customer was facing by asking curious questions and astutely listening.
- Highly knowledgeable about problems and issues related to technologies including Fiber, ADSL, FTTC, Email, HTTP, DNS, IPV4, IPV6, and WLR.
- Escalating unresolved issues to 2nd Line field engineers when required.
- Working with colleagues to find solutions for issues a customer is facing.
- Ensuring that users are always kept up to date throughout reported fault journey.
- Updating the tracking system when an issue has been escalated or resolved.
- Maintained professionalism at all times to provide a high level of customer service.

Projects

Netflix Clone | [Website](#) | [GitHub](#)

- Developed a fully responsive movie application using Next.js, Tailwind CSS, Recoil, and Firebase. Includes features such as email signup/sign-in, dynamic API integration, a responsive modal, and a movie carousel.

Ecommerce React Library | [Website](#) | [GitHub](#)

- Designed and developed a responsive React library website, employing HTML, CSS, React, and JavaScript. The project boasts a fully responsive layout, uniform and polished CSS styling, and a dynamic checkout page.

MovieBase React | [Website](#) | [GitHub](#)

- I developed this website using HTML, CSS, React, and JavaScript. The site utilises a dynamic API through Axios for movie retrieval, implements dynamic routing, movie filtering by year, and features a loading state.

Optic Templates | [Website](#) | [GitHub](#)

- I replicated a contemporary and responsive website design by utilising HTML and CSS. Project incorporates flexbox, maintains a cohesive design language, and employs media queries for seamless responsiveness.

MovieBase JavaScript [Website](#) | [GitHub](#)

- I developed this website using the OMDB API, enabling users to search for movies, TV shows, and games. The site showcases the utilisation of async and await, conditional statements, and flexbox for layout.

Technical Skills

Languages: HTML5 | CSS3 (+ SCSS, BEM) | JavaScript ES6+ | Typescript

Frameworks: React (+ hooks) | Next.js | Material-UI | Redux

Technology: NPM | Git | Yarn | React dev tools | Firebase v9 | GitHub

References Available Upon Request