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THOMAS PERCIVAL

PROFILE

Dynamic Python Developer with over 2 years of IT support expertise, merging a solid BSc in Computer Science with an MSc in Artificial Intelligence to create innovative automation and scalable solutions. Armed with deep Python proficiency, along with skills in SQL and front-end development, I excel at dissecting complex challenges and transforming them into actionable, high-impact projects. Passionate about leveraging cutting-edge AI techniques, I drive efficiency and real-world impact, pushing the boundaries of what's possible in tech.

EXPERIENCE

Regional Office Support Analyst   **July 2024 - Present**
Creative Artists Agency

- Spearheaded the automation of administrative tasks using Python, saving an average of 10 hours per week and boosting team efficiency by a notable margin.
- Managed critical systems including Active Directory, Workday, and software deployment tools (SCCM, JAMF), ensuring smooth operations across multiple platforms.
- Delivered high-quality technical support to the EU and APAC regions, achieving an impressive 95% resolution rate and consistently exceeding service benchmarks.

Junior Desktop Support Analyst   **June 2023 – June 2024**
Black Sun Global

- Maintained a near-perfect device uptime of 99% by effectively troubleshooting and resolving hardware and software issues.
- Developed comprehensive documentation and remote support protocols that reduced repeated service requests by 15%, enhancing overall operational efficiency.
- Implemented robust security measures to ensure data protection compliance, significantly reinforcing organizational resilience.

Technical Specialist   **August 2022 – May 2023**
Radius Payment Solutions

- Engineered Python and PowerShell scripts to automate IT support processes, reducing error rates by 20% and enhancing system reliability.
- Provided multi-platform end-user support across Windows, iOS, laptops, and desktops, ensuring a seamless technology experience for users.
- Optimized operational workflows through innovative automation strategies, resulting in notable improvements in service delivery and user satisfaction.

EDUCATION

University of Hull | Hull, United Kingdom   **January 2024 - Present**

Master of Science – Artificial Intelligence

University of Portsmouth | Portsmouth, United Kingdom   **September 2019 – August 2022**
Bachelor of Science – Computer Science

PROJECTS

Marina's Garden

- Developed an interactive JavaScript website that lets users cultivate a virtual garden by "planting" flowers and greenery.
- Integrated automated notifications to remind users when plants need watering, sunlight, or care, blending practicality with fun.
- Combined creative design with functional automation to deliver a unique, nature-inspired digital experience.

Asset Management Tool

- Developed a robust Python GUI using Tkinter to consolidate asset data from multiple systems (Jamf, Intune, CUCM), streamlining asset tracking and management.
- Seamlessly integrated diverse data streams into a unified, interactive interface, significantly boosting operational efficiency.
- Employed Git for version control and Pip for package management to package the tool as a scalable, deployable application.

Password Generator

- Engineered an intuitive Python GUI with Tkinter for generating customizable, secure passwords and passphrases tailored to user needs.
- Implemented advanced features like configurable length, special characters, and punctuation options to enhance security.
- Developed a passphrase generator that crafts specific-length, numerically integrated phrases for robust password diversity.
- Utilized Git and Pip to ensure a flexible, maintainable, and deployable solution.

Circuit Game

- Crafted an engaging puzzle game using Python and Pygame, blending interactive gameplay with challenging circuit-based puzzles.
- Designed intricate game mechanics simulating circuit connections to foster strategic thinking and problem-solving.
- Implemented progressive difficulty levels to maintain player engagement and deliver a rewarding gaming experience.

Tap N' Sound

- Crafted a dynamic SwiftUI-based iOS app that delivers interactive audio-visual feedback with every tap, reviving a beloved discontinued app.
- Published on the App Store to showcase proficiency in mobile development and innovative design using SwiftUI.
- Recreated the app on client request, ensuring a seamless user experience through engaging, real-time interactivity.

TECHNICAL SKILLS

- **Programming Languages**: Python, PowerShell, JavaScript (basic)
- **Tools/Technologies**: Git, Docker, AWS, SCCM, JAMF, Tkinter
- **Concepts**: Automation, Test-Driven Development (TDD), Agile, ITIL, Data Analysis