

# DEIVIDAS TALOCKA

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## PROFILE

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Second-year BSc (Hons) Computer Science student at City St George's, University of London, with the Google IT Support Professional Certificate and CompTIA A+ in progress. Completed 3 hands-on IT labs across Windows Server, Active Directory, ServiceNow and Cisco networking, resolving 5 support incidents and troubleshooting network configuration faults, alongside customer-facing experience in a luxury restaurant serving 100–120 covers per day. Seeking an IT support role applying technical troubleshooting and customer service skills.

## EDUCATION

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**City St George's, University of London** Sep. 2024 – Expected May 2028  
**BSc (Hons) Computer Science (with Integrated Foundation Year)**

- Key modules: Programming in Java (83%), Systems Architecture (68.1%), Databases (63.8%).
- Foundation year: Programming in Python (78%), Group Project (86.9%), Employability (84%).

**Waltham Forest College, London, United Kingdom** Sep. 2022 – Jun. 2024  
• Level 3 BTEC National Extended Diploma in Information Technology, awarded D\*D\*D\*.

**George Mitchell School, London, United Kingdom** Sep. 2017 – Jun. 2022  
• 8 GCSEs grades 9-4, including English (Grade 5) and Mathematics (Grade 5).

## PROJECTS

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**Personal Project: Cisco Network Infrastructure Lab** Sep. 2026  
Topic: 4-VLAN network design and troubleshooting – Cisco Packet Tracer, Cisco IOS, DHCP, DNS, ACLs.  
Role: Individual project – designed, configured and troubleshooted a 4-VLAN network, including inter-VLAN routing, DHCP, DNS and ACLs.  
Aim: Design a segmented business network featuring centralised services, separating IT, Finance, HR and Server infrastructure into 4 VLANs.  
Outcomes: Configured a 4-VLAN business network featuring inter-VLAN routing and centralised network services. Troubleshooted configuration faults across VLANs and DNS, including 1 ACL issue that prevented clients from obtaining DHCP leases.

**Personal Project: ServiceNow IT Support Lab** Aug. 2026  
Topic: IT incident management – ServiceNow ITSM, Active Directory, Windows Server, Windows 11.  
Role: Individual project – logged and resolved 5 user incidents end-to-end.  
Aim: Practise end-to-end incident management in a Windows domain environment, from user issue through to resolution.  
Outcomes: Troubleshooted each issue using Active Directory and Windows administration, and wrote 1 knowledge article documenting a repeatable user provisioning process.

**Personal Project: Active Directory Infrastructure Lab** Aug. 2026  
Topic: Windows Server 2025 administration – Active Directory, Group Policy, VMware Workstation Pro.  
Role: Individual project – deployed and administered a Windows Server 2025 domain with 4 user accounts and 1 Windows 11 Enterprise workstation, including account provisioning and lockout recovery.  
Aim: Simulate a 4-department business domain (IT, HR, Finance, Executive) to practise identity management, policy enforcement and file-share security.  
Outcomes: Structured the domain into 7 OUs, including Computers, Groups and Servers. Enforced password and workstation policies via Group Policy and secured file shares with NTFS permissions.

## WORK EXPERIENCE

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| <b>The Ned (Kaia), London, United Kingdom</b>                                                                                                                                                                                                                                                                                                                                                                                          | <b>Runner</b> | Apr. 2025 – Oct. 2026 |
| <ul style="list-style-type: none"><li>• Delivered excellent customer service in a luxury restaurant serving approximately 100–120 covers per day while responding promptly to guest requests.</li><li>• Liaised with a 20-person front-of-house team to maintain efficient service throughout daily operations.</li><li>• Trained 7 new runners on service standards and daily procedures to ensure readiness for the role.</li></ul>  |               |                       |
| <b>Box of Prints, London, United Kingdom</b>                                                                                                                                                                                                                                                                                                                                                                                           | <b>Intern</b> | Oct. 2023 – Nov. 2023 |
| <ul style="list-style-type: none"><li>• Led a team of 5 interns to plan and promote the Senior Socials event, allocating tasks and coordinating activities to deliver an event attended by 10+ people.</li><li>• Produced and distributed promotional materials across the local area to increase awareness of the event.</li><li>• Advised attendees by answering enquiries and providing information throughout the event.</li></ul> |               |                       |
| <b>Quidgest, Lisbon, Portugal</b>                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Intern</b> | Sep. 2022 – Oct. 2022 |
| <ul style="list-style-type: none"><li>• Developed a gym management system in a team of 2 using Genio, covering client records, employees, instructors and workout plans.</li><li>• Presented the completed system to the team, demonstrating functionality and explaining key design decisions.</li></ul>                                                                                                                              |               |                       |

## KEY SKILLS

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**Certifications:** Google IT Support Professional Certificate | Currently pursuing: CompTIA A+.

**Operating Systems & Platforms:** Windows Server 2025 • Windows 11 Enterprise

**Networking:** Cisco IOS • Cisco Packet Tracer • TCP/IP • IPv4 • Subnetting • VLANs • 802.1Q Trunking • Inter-VLAN Routing • DHCP • DHCP Relay • DNS • ACLs

**Systems & IT Support:** Active Directory Domain Services (AD DS) • Group Policy • NTFS Permissions • VMware Workstation Pro • ServiceNow ITSM • ServiceNow Incident Management

**Programming:** Java • Python • SQL • JavaScript • C#

## INTERESTS

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- Maintain a public GitHub portfolio of technical projects, each documented with screenshots and written explanations.
- Build and upgrade PCs and laptops, including a custom gaming PC assembled from 8 selected components, gaining hands-on experience in hardware compatibility and fault diagnosis.
- Develop hands-on networking skills through virtual labs in Cisco Packet Tracer and VMware, with a physical home lab planned.
- Attend Computer Science, Robotics and Data Science & AI society events and webinars to broaden technical knowledge beyond the curriculum.
- Practise calisthenics with gymnastic rings, developing physical strength, self-discipline and consistency through regular training.