

# AIDEN MORRISON

(+44) 7376734414 | [aidenm6901@gmail.com](mailto:aidenm6901@gmail.com) | [linkedin.com/in/aiden-morrison/](https://linkedin.com/in/aiden-morrison/)  
Newcastle-Upon-Tyne, UK

## PERSONAL PROFILE

Computer Science student at Northumbria University with strong skills in Java, Python, C#, and C++. Experience in software engineering, web development, and data science. Building complex systems using cloud computing and data analysis tools like Azure, PowerBI, and SQL/NoSQL. My roles as an Event, Freshers, and Programme Representative have honed my communication, teamwork, and leadership skills. A proactive problem solver, passionate about collaborative, fast-paced environments.

## EDUCATION

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BSc Computer Science | Northumbria University (2023 - 2027)

Modules: Software Architecture, Artificial Intelligence, Data Science, Algorithms and Data Structures, Computational Thinking, Advanced Programming

- Developed and deployed AI models using Microsoft Azure, including NLP and Computer Vision, with expertise in Data Science tools such as PowerBI, ETL, Data Lake, SQL, and NoSQL.
- Skilled in Python programming with Flask, Pandas, and NumPy, and experienced in x86 Assembly for high-performance, low-level system tasks.
- Strong foundation in back-end development, building robust and scalable applications with RESTful APIs and integrated data services.
- Demonstrated expertise in Object-Oriented Programming (OOP) using Python, Java, C#, and C++, creating modular and reusable code through inheritance, polymorphism, encapsulation, and abstraction.
- Applied software engineering principles to develop maintainable, modular codebases, adhering to best practices in version control (Git) and automated testing.

## PROFESSIONAL EXPERIENCE

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Service Desk Analyst | Norman Managed Services (March 2025 – Present)

- Assisting users with software and hardware issues via remote tools (AnyDesk, Remote Support Tools) and omnichannel support, ensuring high levels of customer service.
- Logging, tracking, and escalating IT incidents using ticketing systems to ensure accurate information for resolution
- Managing user access and permissions with Active Directory to ensure secure system access for university staff and students.
- Assisting with compromised accounts, phishing threats, MFA, and password recovery.

Software Engineer | DreamCode (September 2024 – Present)

- Configured and maintained web servers and mail servers, including implementing DKIM and DMARC policies, and managing DNS with Cloudflare proxy services.
- Hosted and managed a PHP-based Bulletin Board with MySQL and WordPress integration, enabling user account creation, event management, ticket purchases, and media posts.
- Developed and maintained a website hosting a ticketing system and forum, allowing Hackathon teams to create accounts, upload data, and collaborate on projects.
- Set up and ran a PHP-based mail server for staff, media teams, and public inquiries, supporting POP and IMAP protocols.

### Event Representative | Northumbria University (September 2024 – Present)

- Being the first point of contact for prospective students during Open Days. Acting as a tour guide and a source of information for new students.
- Coordinated event logistics for university open days, fairs, and campus activities, ensuring smooth operations from setup to breakdown, and collaborating with teams to meet event objectives.
- Supported the Student Recruitment Events team in organising and delivering a variety of on-campus student recruitment events.
- Acted as an ambassador for Northumbria University, positively promoting the institution to prospective students and stakeholders.

### Customer Service Specialist | Teleperformance (January 2020 - September 2020)

- Proficient in handling a high volume of customer interactions effectively and professionally, ensuring each customer received personalised assistance and timely resolution of inquiries.
- Skilled in utilising Teleperformance's customer service platforms and tools to optimise efficiency and accuracy in resolving customer issues and processing requests.

## VOLUNTEERING EXPERIENCE

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### Freshers Representative | Northumbria University (July 2024 – Present)

- Provided a welcoming and supportive environment for new students as part of the Northumbria Students' Union (NSU) team.
- Assisted students with moving into university halls, ensuring a smooth transition to campus life.

### Computer Science Programme Rep | Northumbria University (July 2024 – Present)

- Acted as a liaison between Computer Science students and faculty, facilitating clear communication and addressing student concerns.
- Managed and resolved issues related to Computer Science courses, ensuring timely feedback and support for students.

## PERSONAL INTERESTS

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I enjoy tinkering with Arduino and Raspberry PI, I recently joined the Engineering Society and the Cyber Clinic (Ethical Hacking Group) which focuses on Hack the Box, an ethical hacking nonprofit training and competition platform. I have also joined my University's Japanese Culture Society and Gaming Society.

## SKILLS

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Python, Microsoft Azure, Machine Learning, Data Science, Flask, Natural Language Processing (NLP), Convolutional Neural Networks (CNN's), ETL, Agile, C++, C#, Computer Vision, Data Analysis, Git, Pandas, NumPy, NoSQL, SQL