

FLAVIO FEDERICO RAZZANTI

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PROFILE

Particularly suited to computing, with experience spanning IT support, software development, website and game development, and machine learning. Curious and ready for new challenges.

Languages: Bilingual, Italian and English

SKILLS

Problem solver	Improved during my help desk role at Hanover. Diagnosing and fixing staff IT issues under time pressure was the core of the job.
Proactive	Demonstrated at Hanover. I did more than the apprenticeship asked of me. I proposed an improvement to the way tickets were handled. My manager backed it for implementation at company level.
Team work	Acquired at Vapiano across busy service shifts. Improved later on the UAL Level 3 Acting course at Edinburgh College, where I created a short film with my team.
Customer service	Developed at Hanover, supporting staff directly with their IT problems. Formally assessed through the Customer Care unit of my Diploma.
Self-teaching	I taught myself Python and C++ outside any course.
Time management	Developed across the apprenticeship. Daily help desk duties had to be balanced against the coursework the Diploma required.
Attention to detail	Built through coding in Python and learning C++.

EXPERIENCE

IT Apprentice, Help Desk Hanover (Scotland) Ltd, Edinburgh	Oct 2023 to Nov 2024
First-line IT support across the organisation. Completed the Diploma for Information Technology and Telecommunications Professionals through the apprenticeship.	
Kitchen Porter and Pasta Chef Vapiano, Edinburgh	Summer 2022 to Jul 2023

EDUCATION

UAL Level 3 Acting, SCQF Level 6, Edinburgh College	Jul 2026
Completed with Merit	
Diploma for Information Technology and Telecommunications Professionals, SCQF Level 6	Jan 2025
Software Development: Project, SCQF Level 7	Jan 2025
ITPT, Edinburgh	
National 4 and National 5 qualifications	2021 to 2022
Including English, Applications of Mathematics, Physical Education, and Computer Games: Design	

IT SKILLS

Languages: Python, C++ (basic), PowerShell, Batch

Operating systems: Windows, Kali Linux

Tools and frameworks: PyTorch, Pygame, Tkinter, Git

Software: Blender. Adobe Premiere Pro, Photoshop, After Effects. DaVinci Resolve. Boris FX Mocha Pro 2025 and 2026, Boris FX SynthEyes. Visual Studio. Microsoft Office and Teams.

HOBBIES

Drones, gaming, video game creation.