

# CameronRogers

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## EDUCATION

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**University of Leicester** | *BSc (Hons) Software Engineering with year abroad, First Class* 2022

- Two semesters at La Sapienza university in Rome studying subjects including bioinformatics and distributed systems.
- Python AI pet detector, flutter expenses app, spring boot (select best)
- University of Leicester Gold Award
- CompSci Course Rep over two years

**University Technical College Cambridge** | *A-Levels* 2018

- Biology; Computer Science; EPQ; Mathematics
- EY Young Enterprise Award: Wireless Motion Sensing Light
- ARM Portable pollution mapping P.O.C.

## EXPERIENCE

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**TOPdesk** | *Implementation & Technical Product Support Consultant* Aug 2022 – Present

- Utilised my industry experience and ITIL4 training to optimise and automate multinational organisations' service management.
- Guide digitally enabled teams to reduce outsourcing costs by 50% through proper recording and analysis of data.
- Spearhead the UK branch's capability in implementing and supporting the on-premises product increasing local revenue retainment by 80%.
- Lead project team building a technical service catalogue enabling more customers to be informed on the ways we can improve their workflows.
- Support IT admins with Networking, Security, mail delivery and Active Directory within the context of a Service Desk.
- Analyse micro services built in Kubernetes with Elasticsearch to diagnose errors within SaaS environments.
- Exploit TOPdesk API to configure custom automation and reporting solutions.
- Highest performing technical supporter with average ticket durations 40 % faster than team.

**The Times Student Survey** | *University Manager* Oct 2021 – May 2022

- Secured final-year students opinions of Leicester University through administering phased market research.
- Drove user engagement with the Student Survey by personally recruiting 20% more interviewers than previous year.

## SKILLS

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**Technical** Python, Java, FreeMarker, JSON, REST, MySQL, GIT, Latex and HTML/CSS.

**Interests** List activities you enjoy that may spark interview conversation

## PROJECTS

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**Custom TOPdesk query tool** | [GitHub Link](#) 2024

- Pure JS, CSS and HTML
- Custom solution build to customer's specifications for presentation and export of customer data interfacing with the TOPdesk API.
- Optimised efficiency of nationwide NHS reporting admins

**Foosball score tracker** | [GitHub Link](#) 2024

- Python Django, MySQL, PythonAnywhere hosting workflow
- Office Foosball score tracking application with complex user stats

**AI Cat flap** | [GitHub Link](#) 2022

- Python Flask, OpenCV, RaspberryPi electronics, User research
- Visual authentication for a cat flap with a web management interface
- Successful pet detection at rate of 85%

## **CERTIFICATION & AWARDS**

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2023 ITIL4 Foundations

2023 LinkedIn/Microsoft certifications in SQL Server, Generative AI, Software Development

2018 Duke of York Gold and Crest Gold awards

2022 NPLQ and Red Cross lifeguarding qualifications