

# CORAL BAKER

Software Engineer | C# | .NET Core | Azure | Web APIs | SQL Server

Remote | Preston (UK) | <https://www.linkedin.com/in/coral-ann>

## SUMMARY

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**Software Engineer** experienced in building and maintaining .NET Core Web APIs within Azure-based environments. Experienced across the full Software Development Life Cycle (SDLC), API development, authentication flows, Azure Service Bus messaging, and production support using Application Insights and KQL. Comfortable working in distributed systems and collaborating across teams to deliver reliable backend services.

## SKILLS

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- C#, .NET Core, ASP.NET Web APIs.
- Azure - App Services, Service Bus, Functions, Key Vault, API Management, and Application Insights.
- SQL Server.
- RESTful API design and integration.
- Git and CI/CD pipelines.
- Authentication - JWT, Auth0.
- Agile, Scrum, Kanban, Continuous improvement.
- Technical problem-solving, production support, and troubleshooting.
- Cross-functional collaboration and stakeholder communication.

## EXPERIENCE

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**Aug 2022 - Present    SOFTWARE ENGINEER**

*London Business School, Remote (UK)*

**Responsible for feature development, delivery, and maintenance of multiple .NET Core Web APIs and Azure-hosted services.** Promoted from Junior Software Engineer in Aug 2023.

- Delivery across the full Software Development Life Cycle, within a distributed Azure environment, under Agile and Scrum methodologies.
- Design and implementation of RESTful APIs using C# and ASP.NET Core.
- Integration of third-party services including CRM and marketing platforms.
- Implementation of event-driven architecture patterns using Azure Service Bus.
- Modernisation of legacy codebases, improving security and maintainability.
- Troubleshooting production issues and delivery of timely fixes in high-pressure environments.
- Collaboration with Front End using React to design and deliver features, and with Product, QA, and DevOps teams to deliver incremental value.
- Monitoring and troubleshooting live services using Azure Application Insights and KQL, diagnosing authentication, integration, and data flow issues.
- Working within an Azure Service Bus messaging architecture to support asynchronous integrations.

2022

## STUDENT SOFTWARE ENGINEER

*Makers Tech Academy | Remote (UK)*

**Completed Software Engineering Bootcamp** developing coding skills in Ruby and JavaScript, building and deploying applications, Agile methodologies, pair programming, structured problem solving, and solving complex technical challenges.

2018 - 2021

## CONTENT MANAGEMENT SYSTEM DEVELOPER

*Money Management Team Gladstone Brookes Ltd | Warrington (UK)*

**Developed Content Management System applications**, tested new software functions, SQL commands, solved technical problems, provided support and maintenance for multiple systems. Provided and managed clean rule structures for software developers.

- **Promoted in 2020** following a **2019 promotion** to **IT Front Line Support Representative** responsible for user support helpdesk service delivery - troubleshooting user software and hardware issues, hardware systems setup, and VPN configurations.
- Position eliminated in **Oct 2021** due to the COVID pandemic.

## PROJECTS

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- **Azure Service Bus Event-Driven Refactor** : Contributed to refactoring multiple Azure Functions into a unified publisher pattern, introducing consistent cloud event schemas and improving maintainability across distributed services.
- **Actito API Modernisation** : Refactored legacy HTTP integrations to use HttpClient, addressing security vulnerabilities and improving resilience and logging.
- **Secure API Key and Authentication Enhancements** : Implemented endpoint-level API key validation and supported secure secret configuration via Azure Key Vault and Auth0 integration.
- **CRM Consent Integration** : Extended backend APIs to support SMS consent capture, ensuring compliant data synchronisation with Dynamics CRM.

## QUALIFICATIONS

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- **Foundation Degree in Digital Film, Games, and Animation** - Leeds College of Art
- **Software Engineering Bootcamp** - Makers Tech Academy