

Jay Singh

[in LinkedIn](#) | [07376130155](tel:07376130155) | [✉ jaysingh4078@gmail.com](mailto:jaysingh4078@gmail.com) | [GitHub](#) | Birmingham, UK | [Certifications](#)

A highly skilled and motivated cloud enthusiast with a robust technical background, adept at understanding customer needs and driving effective solutions. Proficient in various programming languages including Python and SQL, along with expertise in cloud computing platforms such as AWS and Azure. Experienced in Agile methodology, CI/CD, and full-stack development, with a strong commitment to continuous learning and professional development.

Skills

- Programming Languages: Python (NumPy, Pandas) | Java | SQL (Postgres & SQL Server) | JavaScript
- Cloud Computing: AWS | RDS | S3 | EC2 | ECS | IAC | Azure | Azure Data Studio | Docker | Jenkins | Ansible
- Agile Methodology (Scrum) | CI/CD | Git | Linux | Full-Stack | English, Punjabi – *professional proficiency or above*

Experience

Cloud / Data Engineering

AiCore

London, UK

10/2023 - 02/2024

- Automated 10+ manual processes using Python scripts, reducing 74% of the time spent analyzing data.
- Conducted an analysis of client behavior by developing reports based on sales data from 40+ geographies.
- Stored and examined 100 GB of data by creating a data warehouse using SQL Server and Excel.
- Produced documentation of processes, ensuring seamless knowledge transfer, both among the team and individuals without a technical background.
- Demonstrated leadership and teamwork by advising team members with code, fostering effective communication and knowledge sharing within the group.

Store Assistant

Aldi

Birmingham, UK

05/2024 - Present

- Delivered exceptional customer service at the register, enhancing customer satisfaction and fostering a positive shopping experience.
- Managed inventory and stocked shelves, ensuring product availability and an organized store environment.
- Collaborated with team members to ensure smooth store operations, showcasing strong teamwork and communication skills.
- Resolved customer inquiries and complaints efficiently, demonstrating problem-solving abilities and a calm, professional demeanor.
- Adapted to various roles within the store, gaining a comprehensive understanding of store operations and flexibility in task management.

Customer Service Representative

Howley Grange

Birmingham, UK

2022 - 2024

- Provided personalized assistance to customers, addressing inquiries, resolving issues, and ensuring satisfaction with products and services, resulting in a 90% customer retention rate.
- Managed a high-volume of incoming calls and emails, averaging 50+ interactions daily, while maintaining a professional demeanor and achieving a 95% resolution rate.
- Coordinated with warehouse and logistics teams to ensure efficient stock management and timely delivery of orders, resulting in a 95% on-time delivery rate and improved customer satisfaction.

Education

Bachelor of Science

De Montfort University

Leicester, UK

09/2019 - 09/2022

- BSc Computer Science - 2:1 Achieved

Modules included: Data Structures and Algorithms, Object Oriented Development, Object Oriented Design, Agile Team Development, Mathematics for Computing, Front-end Web development

Projects

Azure Database Migration | [View GitHub](#) :

- Spearheaded successful migration of a production SQL Server database to Azure SQL Database, enhancing data accessibility and scalability while ensuring minimal downtime.
- Created a disaster recovery solution for the Azure SQL Database, increasing database availability from an initial 99.5% to >99.99%.

Multinational Data Centralisation Pipeline | [View GitHub](#):

- Developed a sophisticated data centralization pipeline, amalgamating sales data from diverse sources like PDFs, APIs, and databases into a PostgreSQL database with 100% ingestion rate and enhanced security measures.

Others

- Certifications: AWS Solutions Architect - Associate (In Preparation), Cloud Engineer, Software Engineering
- Soft Skills: Empathetic Listener and persuasive communicator. Excellent Attention to details. Enthusiastic team player. Pattern recognition.
- AiCore Hackathon: Participated in a hackathon hosted by AiCore, putting python skills to the test.