Luke Yaxley

PERSONAL PROFILE

Passionate Computer Science student and Chartered IT Professional looking to contribute to an efficient team while gaining experience in the industry. Presently studying for a Bachelor of Science (BSc) in Computer Science and seeking hands-on experience to further develop skills in Data Analysis. References available upon request.

EDUCATION

University of Leicester | Bachelor of Science in Computer Science   Expected July. 2024
Predicted: 2:1

Dereham Sixth Form | 4 A Levels   July. 2019
- Maths
- Further Maths
- Physics
- Computer Science

Northgate High School | 11 GCSEs   July. 2017
- Achieved grades A* to C in all.
- Member of Teaching Learning and Technology council
- Including an 8(a*) in Maths
- Honours Award
- Subject Award for Spanish

RELEVANT WORK EXPERIENCE

Work Experience Placement   July 2016
Computer Service Centre | Norwich
- Created a website using HTML, CSS and JavaScript.
- Helped rebuild IT infrastructure and recovered data for a company hit by the 'WannaCry' ransomware.

Placement - Associate Technical Support Engineer   Aug 2022- Sept 2023
ProspectSoft | The Access Group
- Diagnosed a variety of technical issues related to Prospect CRM and variety of ERP solutions. Including legacy software which involved querying databases with SQL.
- Communicated with customers and answered queries over the phone and via online chat. Including during major incidents.
- Setup integration with on-premise ERP solutions such as Sage50 and Exchequer
- Diagnosed issues with Cloud integrations via Azure app insights, querying a variety of APIs and network requests of a webpage.
- Trained new hire on Support Processes and regularly updated internal/external documentation.
- Reported bugs and influenced product roadmap with feature suggestions as a part of zero bugs policy as a part of a larger Agile Software development methodology.
- Gave multiple talks at University of Leicester including one to more than 100 people live about my experience on placement.

PROJECTS

Django Webapp
Designed and produced a webapp to produce a map for a given area based on client specifications, requiring use of:
- Submitted written report of potential ethical issues.

- A combination of OpenStreetMap API and a graphical library

REST API
Create API to organise and manage modules' timetables and manage data. Along with necessary documentation

Final Project (AI chatbot)
Currently working on building and training an AI chatbot to answer technical questions with Flask interface as part of degree.

RELATED SKILLS

Python (5 years)
- ➤ Produced a bot for the social media app, Discord that would respond to user messages.
- ➤ As part of Data Analytics module created numerous 'recommender' systems using a variety of different techniques for BBC recipes
- ➤ Made a bot for LinkedIn to scrape the site for connections and to automate the process of getting connections.

Java (2 years)
- ➤ Achieved 74% in Intro to Object Oriented Programming which is a Java based course.
- ➤ Used Java to produce a variety of coursework projects using Spring Tool Suite and a MVC structure.
- ➤ Created JUnit tests for prewritten software.

Cloud Computing

- ➤ Regularly queried a variety of different APIs for different ERP solutions as a part of Placement.
- ➤ Diagnosed issues with cloud-based CRM via Azure App Insights

Power BI

- ➤ Generated internal reports for company on project sales making use of measures and Odata feed.
- ➤ Answered queries from customers about integrating Power BI Dashboards with Prospect CRM and connecting to API via Odata

Version Control Software

- ➤ Regularly updated school GitLab repository for group project
- ➤ Made use of school GitLab and personal Github

ACHIEVEMENT AND AWARDS

Recipient of AMATEK International STEM Scholarship (2020/2021)
- ➤ Awarded based on academic record, demonstrated leadership, participation in community and statement of career/educational goals.

Communications officer for the Computing Society (University of Leicester)
- ➤ Responsible for social media posting and outward communication for the society.

Leicester Gold Award (2022)
- ➤ Awarded for developed professional skills in self-reflection, career planning, and commercial awareness.

SOFT SKILLS

Teamwork | Public Speaking | Customer Service | Problem Solving | Communication