

SERGIO SEDIQ

📞 (+44) 7453323805 ✉️ sediqsergio@gmail.com [🌐 LinkedIn](#) [🐙 Github](#) [📁 Portfolio](#)

Education

Manchester Metropolitan University

Master of Science in Computer Science

Sep 2024 - Sep 2025

GPA: 3.82

Work Experience

The Co-operative Bank

Technical Support Specialist

Sep 2022 – Present

Manchester, UK

- Delivered second and third-line support for **banking systems**, troubleshooting **online banking**, **token-authentication** (PIN resets, resynch, unblocking), and **Financial Director Online** dual-authority platforms across **100+** incidents monthly
- Implemented **ITIL**-aligned resolution for account lifecycle and backend **resynch** of token connections via **ITSM** ticketing, reducing mean resolution time from **45 min** to **32 min** and cutting repeat ticket rate from **35%** to **25%**
- Performed **root-cause analysis** and documented **40+** fixes; collaborated with **developers** and **vendor** teams on escalations, administering **50+** commercial setups monthly and maintaining **100% regulatory** compliance

Peltarion

Software Engineer Intern

Jan 2021 – Apr 2021

London, UK

- Owned end-to-end development of a production-grade service using **AWS CDK (TypeScript)** and **Java-based AWS Lambda** functions, automating manual campaign management and scaling to **6M+** emails/day
- Launched with **AWS CloudWatch** dashboards used daily by the Ring marketing team, cutting costs by **\$8K+** monthly and saving **80+** hours of manual work each week
- Integrated with live systems processing **40M+** events/day by connecting **AWS SNS** and **SQS** to internal services and persisting artifacts in **AWS S3**, reducing campaign processing time by **23%**

Outlier

Machine Learning Engineer Intern

May 2020 – Sep 2020

Remote

- Built a **Python NLP** pipeline with **scikit-learn**, **spaCy**, and **NLTK**, then productionized it as a **Flask API** with **Redis** caching, cutting processing time from 5 to 3 minutes across **1,200+** requirements per month
- Engineered **BERT**-based dependency extraction for requirement lists, improving project planning efficiency by **37%**

Outlier

Backend Engineer Intern

May 2019 – Sep 2019

Remote

- Built **30+** **AWS Lambda** functions and **15+** **Step Function** workflows using **REST API** integrations to improve reuse and reliability, reducing execution time by **65%** and saving **\$1K** per large scale deployment
- Built a **Spring Boot** app, containerized with **Docker**, and deployed on **AWS EC2**, serving **30+** stakeholders

Projects

On-Orbit Collision Predictor | [Source Code](#)

Django | Next.js | MATLAB

- Built a full-stack **ML-powered** satellite collision prediction system for space agencies, analysing CDM data and calculating orbital collision probabilities
- Developed with **Django** backend, **Next.js** frontend, and **MATLAB** for orbital mechanics, featuring 3D risk visualizations for orbital analysis

MyHealthPal | [Source Code](#)

Next.js | Spring Boot | Flask

- Built a full-stack **AI-powered** health companion for virtual care, providing personalised guidance and unified health insights across the platform
- Developed with **Next.js** frontend, **Spring Boot** backend, and **Flask**-based AI service, featuring seamless cross-service integration and **AI-driven** workflows

AI Studio | [Source Code](#)

FastAPI | Vercel AI SDK | TypeScript

- Built an **AI agent boilerplate** with **FastAPI** backend and **Vercel AI SDK**, enabling rapid development of LLM-powered applications
- Architected backend APIs for AI workflows, demonstrating production-ready patterns for integrating **LLMs** and **AI agents** into full-stack applications

Technical Skills

Languages: Python, Java, Swift, SQL, HTML5, CSS, JavaScript, Go, C, VHDL

Developer Tools: AWS, Postman, PowerBI, Git, Azure, Docker, Jira

Libraries/Frameworks: Spring Boot, ReactJS, PostgreSQL, NextJS, VueJS, NodeJS