

# Jack Simms

IT Support - DevOps Engineer - 1st Class BSc Software Engineering

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## PROJECTS

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### Azure DevOps Pipeline - [Github Link](#)

- Containerized a Python application using Docker, managing 15+ dependencies.
- Automated 8 Azure resources with Terraform, including an AKS cluster.
- Developed Kubernetes manifests for resource management with a rolling update strategy.
- Built an Azure DevOps pipeline, cutting deployment time by 50%.
- Monitored application health with Azure Monitor.

### A.I. Helpdesk - [Github Link](#)

- Directed the launch of an AI-enhanced helpdesk system, boosting email support efficiency for 400+ users.
- Championed the adoption of Github, Agile and Kanban, significantly improving project delivery timelines.

### QR Link Hub - [Github Link](#)

- Developed and launched a QR code-based networking platform, substantially improving business connectivity.
- Implemented innovative auto-fill technology, optimising user experience and engagement.

### What Can You Do With - [Github Link](#)

- Created an educational platform on sustainability, leading to increased awareness and engagement on resource utilisation, starting with a Google Chrome Extension.
- Produced a detailed 20,000-word software engineering documentation, including research, design implementation and testing of software developed.

## RELEVANT WORK EXPERIENCE

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### Chesterfield Group, London

10/2023 – Present

#### 1st/2nd Line Support Technician

- Led IT initiatives including the development of a proprietary IT Help Desk and Azure SQL database integration, delivering real-time data insights.
- Innovated a QR-based contact sharing solution, revolutionising business card utility.

### University of Portsmouth, Portsmouth

10/2023 – Present

#### 1st Line IT Support

- Excelled in delivering comprehensive IT support, significantly enhancing campus tech experiences.

## EDUCATION

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### University of Portsmouth, UK

2020-2023

BSc (Hons) in Software Engineering - 1st Class - Awarded the Adam Crump Memorial Prize

## SKILLS

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**Tools and Software:** Git, Docker, Microsoft Azure, Kubernetes, AKS, Terraform, CI/CD Pipelines, Azure Pipelines, Azure Monitoring, Python, JavaScript Node.js, HTML, CSS, Agile Methodology, Lean Startup, UI/UX Testing, C, SQL Databases (Including PostgreSQL)