

Jack Simms

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EXPERIENCE

Junior Software Engineer

02/2024 – Present

Chesterfield Insurance Brokers

London, UK

- As a result of efficient IT support, opportunities were presented to utilise software engineering knowledge from my degree. After completing my probation, I was given lead and board approval to continue my discovery and development of innovative IT initiatives through operational business analysis. This has resulted in a 25% increase in overall operational efficiency across the business:
 - Engineered Tableau Daily Feed with CI/CD pipelines via Azure SQL and Python API:
 - Pioneered an automated solution for generating Tableau views in the insurance industry; slashed report creation time by 60%, enabling underwriters to make data-driven decisions faster and boosting overall operational productivity
 - Shifted from manually creating views from old data to instantly visualising big data sets leading to increased data analysis efficiency by 2900%
 - Secured a £300m deal due to restructured data analysis capabilities for underwriting
 - Innovated digital business card exchanges; enabled seamless contact sharing, resulting in a 30% increase in lead conversions via streamlined networking effectiveness:
 - Discovered and learnt v-Card 3.0/4.0 and NFC technologies provided via JavaScript
 - Curated a responsive website in less than 2 weeks, enhancing networking efficiency by 50%
 - Led the strategic planning and execution for the launch of an online AI-enhanced helpdesk, overseeing every aspect from conceptualisation to implementation:
 - Created front-end with Vue.js & Bootstrap, back-end Python (Flask), OpenAPI for Chatbot, Azure for data, GitHub version control, boosting support efficiency for 400+ users
 - Established a live website providing an in-house alternative to ServiceNow or Zendesk eliminating the high cost of improving IT Support with a ticketing solution

1st/2nd Line Support Technician

09/2022 – Present

Chesterfield Insurance Brokers

London, UK

- Managed IT support across 5 firms in H.W Kaufman Insurance Group mastering the use of Microsoft 365 Admin Center, Azure Cloud, Active Directory, Mimecast, GlobalXB, Cyber Security, Microsoft Office Suite, Wifi, and Network maintenance

1st Line IT Support

09/2022 – 06/2023

University of Portsmouth Service Delivery Team

Portsmouth, UK

- Actioned IT support services for a large user base of 4000+ campus staff and students, collaborating with cross-functional teams to optimise service delivery processes and achieve a 25% reduction in system downtime

EDUCATION

AiCore

09/2023 – 03/2023

DevOps Engineering - (Currently studying for HashiCorp Terraform Associate Certification)

Remote

- Employed Docker containerisation to package a Python application with 15+ dependencies. Automated the setup of 8 Azure resources, including network components and an AKS cluster, using Terraform
- Streamlined Kubernetes deployment manifests and rolling update strategies for near-zero downtime; overhauled an Azure DevOps pipeline, cutting deployment time by 50% for faster product updates and service delivery

University of Portsmouth

09/2019 – 06/2023

Bachelor of Science with Honours in Software Engineering - First Class Grade

Portsmouth, UK

- Adam Crump Memorial Prize for outstanding academic achievement. (only 1 awarded to School of Technology)
- Surfing Society (Media Secretary), Royal Navy (Hacking 4 MoD Product Owner), SWR & AirBnB (UX Analyst)

SKILLS

Agile Methodologies
Terraform
Python

SQL Languages
Git
Azure

JavaScript (Node/Vue.js)
Docker
Kubernetes

HTML/CSS
Powershell/BASH
Flask