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Professional Profile

Multi-disciplinary Technology Professional operating at **SFIA Level 4–6** across 15 competencies, with experience spanning **8 organisations across 6 industries**. First Class dissertation on RAG architecture directly applicable to conversational discovery systems.

Intercultural Identity Pioneer: First result for “Afro-European” on Google Search—codifying a transnational identity category through published media and academic research. This positions me uniquely to work on heritage platforms that centre marginalised narratives.

Published researcher featured in the *British Journal of Sociology* (November 2025) and Marie Curie research subject for the MIDIC project examining intercultural identity in the UK diaspora context.

Academic & Identity Credentials

Research Validation: An Inestimable Asset

EU Horizon 2020 Marie Curie Research (Sarli, 2022) — €212,000 Study

- Key participant in Dr Annavittoria Sarli’s MIDIC project (Grant Agreements 841716/874979)
- Research validated how **Second Generation Individuals (SGIs)** cultivate **Intercultural Competence (IC)**—skills essential for the modern labour market
- Sarli’s findings: SGIs are “**not to be seen as struggling but an inestimable asset**”—bicultural navigation is a strategic advantage, not a deficit

British Journal of Sociology (Varriale, November 2025)

- Featured as “Giovanni” in Dr Simone Varriale’s peer-reviewed article: “Meritocracy, Recognition and Double Consciousness: Why Black and Muslim Italians Move to (and Sometimes Leave) Post-Brexit Britain”
- The “Double Consciousness” framework validates the ability to navigate multiple cultural systems simultaneously

Algorithmic Representation: Proof of Engineering Visibility

- **First Google Search result** for “Afro-European” and top-ranking for “Afro-Italian”
- Through intentional representational data production, intervened in how algorithmic image-ranking systems surface Afro-European identity
- Interviewed for **Italics Magazine** “Being Afro-European” series (July 2022)—high-authority European publication
- This proves **algorithmic visibility can be reshaped**—extending Dr Joy Buolamwini’s algorithmic justice work from unmasking bias to **unmasking potential**

Decolonising the Curriculum Advocate

- Contributed to discourse that informed **USW’s CommExp: Decolonise** initiative
- Identified systemic barriers in IT education for BAME students (April 2020)—overly Westernised curriculum despite internationally diverse student body

Experience

Founding Technical Architect | FirstGens CIC | April 2020 – Present (70+ months)

- **6-year strategic partnership** from founding “side hustle” to Diana Award-winning national organisation
- Secured **£46,000+ in external funding**: £2,500 GirlDreameer/Mettle grant, £18,500 digitization grant, £25,000 FEA Young Innovator Award
- Built **NavigateU PWA** (React/TypeScript) for student navigation platform
- Developed **financial forecasting algorithms** and pricing simulators for board decision-making
- Performed **SaaS Trap audit** of Circle.so saving £3,000/year
- Created **AI-generated podcast** from Impact Report using ElevenLabs/NotebookLM
- **SFIA**: Stakeholder Management (Level 6), Solution Architecture (Level 5), Product Management (Level 5)

Product Owner & Manager | PRGRSS / Global Purpose Enterprise | April – July 2025

- Led product development for global mentorship platform
- Managed cross-timezone development team (UK and Pakistan)
- Built four rapid prototypes using Lovable.dev (293 sessions)
- **SFIA**: Product Management (Level 5), Business Analysis (Level 4)

Digital Technical Mentor | University of South Wales | Sept 2023 – Aug 2024

- Delivered Microsoft 365 training sessions on digital tools and software platforms
- Supported **23,000 users** across multiple campuses
- Managed web platform migration project (Terminal 4 CMS)
- **SFIA**: Service Desk (Level 4), Learning Delivery (Level 4)

STEM Ambassador & Technical Trainer | Technocamps Wales | Feb 2023 – Aug 2024

- **Autonomous workshop leadership** across Welsh schools (LEGO Spike, Scratch, Micro:bits, Python)
- **Proactive problem-solving**: Laptop OS surgery (Ubuntu reinstallation), tablet software debloating
- **Stakeholder impact**: School feedback included “most engaged I have ever seen them”
- Delivered CPD training to Welsh educators on digital teaching strategies
- **SFIA**: Learning Delivery (Level 5), Stakeholder Management (Level 4)

Executive Assistant & Microsoft Nonprofit Lead | Nyfasi | Sept – Dec 2020

- Secured **\$5,000 Azure AI facility** through Microsoft nonprofit programme
- Navigated complete Microsoft compliance verification cycle
- LiDAR 3D scanning implementation
- **SFIA**: Supplier Management (Level 4), Governance (Level 4)

Technical Projects

Financial Forecasting & Business Intelligence

- Developed **pricing simulation algorithms** for FirstGens EdTech platform costing analysis
- Built **TCO (Total Cost of Ownership) calculators** comparing Circle.so vs custom MVP development
- Created **market rate benchmarking tools** aligned with G-Cloud 14 Framework pricing

Heritage & AI Platforms

- RAG-enabled conversational discovery system (First Class dissertation)
- Omeka S digital archive configuration for heritage collections
- Wazuh SIEM implementation for ISO/IEC 27001 alignment
- ElevenLabs voice cloning for oral history preservation

Infrastructure Projects

- VMware environment with Active Directory SSO and PowerShell automation
- Microsoft 365 tenant hardening with MFA and Conditional Access
- NavigateU PWA (React/TypeScript on Netlify)

Education

AWS Cloud Engineering re/Start Bootcamp | Cardiff and Vale College | Sept 2024

Cloud-native application design, network architecture, and security

BSc (Hons) ICT | University of South Wales | June 2024

- **Classification:** Second Class Honours (2:1)
- **Dissertation:** “Levelling the Playing Field Using Generative AI Coding Assistant—an Implementation of RAG Architecture” attained **First Class Honours**
- **PhD Pathway Identified:** USW AI Department professor indicated willingness to supervise PhD (emotionally intelligent chatbots for mental health)

Core Competencies (SFIA Level 4–6)

Strategy & Architecture (Level 4–5)

- Innovation
- Strategic Planning

Change & Transformation (Level 5)

- Product Management
- Benefits Management

Development & Implementation (Level 4–5)

- UX Design
- Software Design
- Testing

Delivery & Operations (Level 4)

- User Support (23,000+ users)
- IT Infrastructure

People & Skills (Level 5)

- Learning Delivery
- Learning Management

Relationships & Engagement (Level 5–6)

- Stakeholder Management
- Business Analysis

Data & Digital (Level 4)

- Data Analysis
- Digital Accessibility

Technical Skills

Cloud & Microsoft

- Azure Active Directory

- Microsoft 365 Admin
- SharePoint/Teams
- Conditional Access

Security & Compliance

- Wazuh SIEM
- ISO/IEC 27001
- GDPR Compliance
- MFA Implementation

Development

- Python/RAG
- React/TypeScript
- HTML/CSS/JavaScript
- Omeka S / Git

AI & Data

- LangChain
- ElevenLabs
- NotebookLM
- Lovable.dev

Languages

English (Native) | Italian (Native)

References

- **Alaya Holloway** | Founder & CEO, FirstGens UK (Diana Award Winner)
- **Agnes Wamagui** | Knowledge Transfer Manager, InnovateUK Business Connect
- **Gary Thompson** | Cables and Cameras CIC, Bristol
- **Dr Youmna Mouhamad** | Founder, Nyfasi; RAEng Enterprise Fellow; Top 50 Women in Engineering 2020
- **Laura Roberts** | Technocamps, Wales