

## Chris Howarth

I am a First-Class Honours Computing and I.T graduate with 3 years of software engineering experience through a leading digital-first public service broadcaster. I am a highly organised and driven individual enjoying a challenging and rewarding career in software engineering. I am currently seeking a software engineer or cyber security position in an organisation that likes to promote innovation and will support me while I build upon my existing skills.

### Relevant Work History

<b>Software Engineer – BBC Live</b>	<b>BBC</b>	Aug 2024 – Present
<ul style="list-style-type: none"><li>• BBC Live provides a consistent user experience for live events across the BBC website for Sport, News, Radio &amp; Music and a growing number of tv events such as Springwatch. It brings audio and video content (live streams, highlights) together with key moments and live text commentary into a single page.</li><li>• <b>Monitored system performance</b> and reliability across live service, ensuring high availability for millions of users</li><li>• <b>Collaborated with cross-functional teams</b> including product, UX, legal, secops and analysts to deliver high-impact solutions that conform to <b>data governance, security, and compliance standards</b>.</li><li>• <b>Ensured code quality and maintainability</b> through automated testing, CI/CD pipelines, and DevOps best practices.</li><li>• <b>Documented technical solutions</b> clearly and comprehensively for internal use and future development.</li><li>• <b>Worked on experimentation and A/B testing</b>, delivering and evaluating new features on BBC Live pages to enhance user experience and engagement.</li><li>• <b>Worked on tickets to maintain and improve product health</b>, including bug fixes, performance enhancements, and refactoring legacy code.</li></ul>		
<b>Graduate Software Engineer</b>	<b>BBC</b>	Sept 2022 – Aug 2024
<ul style="list-style-type: none"><li>• Joined at the level of a junior software engineer</li><li>• Completed rotations in different departments the BBC to get a broad understand of the technologies and frameworks used to deliver a first-class customer service</li><li>• Teams worked across<ol style="list-style-type: none"><li>1. Sport Web Data – Full stack data manipulation and presentation role</li><li>2. Sport App (iOS and Android) – Mobile native app development role</li><li>3. BBC Live – Full stack/Front end web live experience role</li><li>4. BBC Webcore Platform – CI/CD, infrastructure as code and AWS role</li></ol></li><li>• Taken ownership of various tickets relating to front and backend work</li><li>• Led and organised meetings with colleagues from different areas of the organisation to develop a better understand of the objectives of certain areas of work</li><li>• Arranged code reviews for work that I had completed to release to the production environment with minimal issues</li><li>• Worked with team members to resolve urgent outages that effected the customer experience</li><li>• Gained experience of working with AWS, Jenkins and other bespoke backend software unique to the BBC</li><li>• Currently working within the BBC Web Platform Team, which is responsible for the deployment of primary BBC frameworks with native AWS technologies</li></ul>		

- Developed various front-end components while working with the BBC Sport Data team and BBC Live team using JavaScript, React and Typescript
- Previously worked with BBC Sport Mobile team, gaining experience working with typescript, Swift, Kotlin and various other technologies and procedures relevant to mobile app development.
- Member of the BBC Security Champions network and attend bi-weekly meetings provided by the internal security Guild
- Completed courses provided by the BBC academy in Test-Driven Development, Advanced Typescript, Swift, and Threat Modelling.

## **Education And Qualifications**

**B.Sc. (Hons) Computing & I.T**                      Open University                      2019 - 2022

- **Achieved a First-class Honours**
- Included Cisco Networking (**CCNA1, CCNA2 and CCNA3**) and Cisco DevOps
- Followed a software and data analyst route
- **ACHIEVED DISTINCTION GRADES in 9 of 12 modules**
- Selection of modules already completed: Algorithms and Data Structures (1<sup>st</sup>), Web Technologies(1<sup>st</sup>), Object-orientated Java(1<sup>st</sup>), Cisco networking (1<sup>st</sup>), Data Management and Analysis (1<sup>st</sup>)

**B.Sc. (Hons) Forensic Psychology**                      UCLAN, Preston                      2002 – 2005

- Grades: 2:2 achieved at end of course.
- Selection of Modules Completed: Psychological Enquiry (**2:1**), I.T and Study Skills (**1<sup>st</sup>**), Methods in Statistical Analysis (**1<sup>st</sup>**), Dissertation (**2:1**)

**A Levels**                      Turton Sixth Form, Bolton                      1999 – 2001

- Studied: Information Technology (**B**), Mathematics (**D**), Physics (**E**)

**GCSEs**                      Turton High School, Bolton                      1994 – 1999

- 9 GCSE's at grades B and above, Including Mathematics (**A**), English (**A**), English Literature (**A**), Dual Science (**A**)

## **Previous Work History**

**Landlord & Property Developer**    Self-Employed, Bolton                      June 2016 – 2020

- Managing refurbishments of run-down properties
- Employing and organising tradesmen to complete work promptly
- Organising agencies to value properties and find tenants when applicable
- Managing any ongoing maintenance of properties

**Retail Business and Cafe Owner**    Self Employed, Bolton                      Dec 2011 – June 2016

- Dealing with and selling to a large variety of customers on a day-to-day basis
- Maintaining high standards of cleanliness and service
- Strict stock control and inventory management
- Purchasing and negotiating prices with a variety of suppliers
- Upsetting and maintaining a positive attitude daily
- Dealing with customer complaints in a timely, friendly and efficient manner
- Handling various orders via email and phone
- Answering regular customer queries regarding products that were listed online
- Maintaining and updating product listings
- Dealing with any customer refunds and issues
- Communicating with several suppliers and delivery companies to ensure a timely service for the customer

**Customer Service Adviser**      Co-operative Insurance, Manchester      July 2007 – Nov 2011

- Dealing with incoming calls regarding home and motor insurance
- Logging all calls and updating systems as required
- Promoting the features and benefits of various products and their suitability to each customer
- Achieving targets in a sales driven environment while maintaining a high level of customer service
- Using Selling and talking positive skills to up-sell products to customers, resulting in very high sales conversion rates

**Area Organiser**      First Call Healthcare, Bolton      August 2006 – May 2007

- Managing and monitoring a team of carers to provide home care in the community
- Conducting risk assessments and implementing care plans in clients' homes
- Staff Appraisals and client reviews
- Recruitment and interviewing potential new staff
- Updating various spreadsheet and company databases
- Organising staff rotas
- Training current staff to maintain high levels of care

### **Key Skills**

- **Front-end Development:** I have a good understanding of **JavaScript, Typescript, React**, and the concepts of functional programming. I have developed various components as part of teams within the BBC that have been release to the production environment. I have also worked previously in mobile app development, specifically using **swift** and **iOS**.
- **Back-end Development:** I have intermediate knowledge of the **Python** and **Java** programming languages (I achieved excellent grades in OOP during my degree). I have also worked with several **AWS technologies**, including Codebuild, Codepipeline, Cloud formation, the AWS CDK, Cloudwatch, AWS lambdas, Step functions, S3 and Cloudtrail.
- **Customer Service:** Most of my working history has involved some level of customer

service. I have often been the first point of contact for a customer regarding any queries or complaints. During the last 4 years I have prided myself on delivering an excellent and friendly level of customer service.

- **Sales:** Have developed excellent sales skills in my previous position at CIS and have received training on talking and selling positive. This has resulted in a friendly sales service in which I believe I build an excellent rapport with the customer before selling a product which best suits their needs.
- **Communication & People Management:** I am a confident and effective communicator of information. I developed these skills in previous roles in management, both when self-employed and as an area organizer. I have experience dealing with individuals from a variety of cultural and generational backgrounds.
- **Organisation and Flexibility:** Excellent organisational skills which I have demonstrated in every role I have had. These skills have been particularly useful during my current studies to become a software engineer.
- **Other I.T.** Frequently use several Microsoft Office programs such as **Word, Excel, Access** and **Power point**. Also have experience of **Oracle** and bespoke programs such as **E-sentinel**. Extensive knowledge of statistical packages such as **SPSS**, and regular use of a variety of email clients such as **Outlook**. Completed courses in Spreadsheet Applications and Word Processing.

## Additional Certificates

*(Awarded through Open University)*

- Certificated of Higher Education in Computing and IT

*(Awarded through UCLan)*

- Word Processing
- Spreadsheet Applications

*(Awarded through Manchester City Council)*

- Managing Health & Safety Awareness and Risk Assessment
- No Secrets; Signs and Symptoms of Abuse
- First Aid-Emergency (*Expired*)
- Cultural & Religious Awareness Training
- Level 2 Food Hygiene (*Expired*)

## Interests

- Keen football fan and play for a local football team every Wednesday
- Huge video game fanatic. I enjoy most genres of video games, with a particular interest in RPG or Action-Adventure games.

- Enjoy keeping fit by swimming and am currently a member of a gym. I enjoy maintaining high levels of fitness and plan to run the Great Manchester Run in the future.

### **Additional Information**

- Full Clean Driving License
- Excellent Health Record

**References available upon request**