Contact

07494443921 (Work)
tayloryasmin@outlook.com

www.linkedin.com/in/yasmin-taylor-
itil-bsc-997769b9 (LinkedIn)

Top Skills

Management
Microsoft Office
Recruiting

Certifications

Introduction to machine learning and
python
Architecting Microsoft Azure
Solutions(Studying)
Implementing Microsoft Azure
Infrastructure Solutions (Studying)
ITIL

Honors-Awards

Wonder Woman Tech Award-
Women in AI (2018)
One of the top 100 young innovators
in the UK and Ireland.

Yasmin Taylor -ITIL,BSC

Cloud Engineer at Haylix
London, United Kingdom

Summary

I am a Graduate of Artificial Intelligence and Robotics. My work
history is within IT consultancy, Service Management and pre sales.

I have a passion for encouraging young women to pursue roles
within the STEM field. I enjoy sharing my experience as a woman of
colour navigating through the tech world.

My main area of expertise is circulated around AI, Robotics,
Engineering, NLP and the craze over Chabot's. I also discuss the
ethics of AI and future impacts to our society.

I am currently working with a range of companies and consulting
them on how to integrate AI into everyday appliances and situations
seamlessly. I am here to show that Artificial Intelligence is nothing to
be afraid of! Who cares if robots take over!

I also have a company called IsTechForMe where I help people from
low economically developed background pursue a career in tech.I
host weekly sessions on coding and machine learning at Zoopla's
main head quarters in London.

Here is a list of some of my achievements:

UK and Irelands Top under 30 Tech Innovators
Wonder woman Tech 2018 - Woman of color in Robotics
V& A museum - The future of AI
Google: https://youtu.be/H0RyFCWZeJc

Experience

Haylix

Cloud Engineer
October 2019 - Present
London, United Kingdom

Azure DevOps (VSTS)

• Strong Windows PowerShell scripting

• JSON and ARM templating

• Azure API management

• Working knowledge of configuration management\pipeline process systems - e.g. DevOps Pipelines

Troubleshoot Azure I/PaaS issues

Configure and deploy Azure resources

Engineer, implement, and monitor security solutions to protect all systems, networks and data

Assist with network security architectures, on premise and cloud solutions(AWS/Azure)

Producing and maintaining design documentation such as architecture designs

Pulling together Tower SMEs within the business to contribute to complex solutions

Act as security incident escalation point

Conduct incident investigation and reporting,

Designing and deploying Cloud solutions for clients under best practice

Producing High Level Designs (HLD) and Low Level Designs (LLD) to support solution design

Creating and implementing a solutions roadmap, consulting on correct and most performant infrastructure methodology and technology platforms

Provide hands-on Scripting services when required (PowerShell / JSON)

Experience with DevOps tools (Ansible, Terraform, Docker, Kubernetes, Octopus Deploy, TeamCity)

• Demonstrable Azure experience - infrastructure build and configurations of a variety of services including Compute, Storage, SDN Managing their own time and prioritising workloads

• Experience implementing CI/CD pipeline on multiple technology stacks

• Experience working with highly available/high-load web infrastructure e.g. web proxies, reverse proxies

• Technical knowledge and breadth of Azure technology services (Identity, Networking, Compute, Storage, Web, Mobile, Containers, Databases, Analytics, AI & Machine learning)

• Have excellent written, verbal and presentation skills

• Demonstrable risk management knowledge

• Keen problem solving skills (Analytical and Creative)

• Experience working within an Agile team

OneTrust
Technical Consultant
April 2019 - October 2019 (7 months)

• Working and designing proof of concepts to demonstrate Onetrust
capabilities
• Working with HTML, CSS, AWS,JavaScript and Python ,
• Effective customer-facing communication skills. Proven success in and
genuine enthusiasm for working directly with customer#
• Oversee the technical implementation and platform adoption for all customer
proof of concept projects from start to finish#
• Provide assurance and oversight to customers implementing OneTrust's
platform regarding SaaS implementations including underlying hardware and
software architectures
• Finding areas to upsell through usage scenarios
• Working closely with sales , product management and engineering on project
goals and requirements
• Completing internal and project documentation (including configuration logs
and functional specifications)
• Seeking opportunities in day-to-day workflow to improve quality and
efficiency from ideation to deployment
• Document processes and workflows in shareable documents for future use
and adoption#
• Monitoring and analysing the customer's adoption of our solution features
and functionality

Goldsmiths, University of London
Machine Learning (course)
February 2019 - June 2019 (5 months)
London, United Kingdom

Installation of the Anaconda Distribution for running Python code, presentation
of how machine learning is applied today in the industry, plus Python review
Importing dataset and make operation on your data using Pandas Python
Library. Theory on features analysis and best practice in understanding the
data.
Data Visualisation in Seaborn. Exploration of the most useful data visualisation
to extract information from the database.

Linear regression in theory and practice

Logistic Regression in theory and practice

K Nearest Neighbours in theory and practice

Decision Trees and Random Forests

Support Vector Machine

Unsupervised learning: K means and clustering

Introduction to Neural Nets and Deep Learning

Cashmere App
CTO/Team Lead(Start up)
May 2018 - February 2019 (10 months)
London, United Kingdom

Using the full range of AWS/Azure services to improve the scalability, security and resilience of our
software

• Demonstrable Azure experience - infrastructure build and configurations of a variety of services including Compute, Storage, SDN Managing their own time and prioritising workloads

• Experience implementing CI/CD pipeline on multiple technology stacks

• Experience working with highly available/high-load web infrastructure e.g. web proxies, reverse proxies

• Technical knowledge and breadth of Azure technology services (Identity, Networking, Compute, Storage, Web, Mobile, Containers, Databases, Analytics, AI & Machine learning)

• Have excellent written, verbal and presentation skills

• Demonstrable risk management knowledge

• Keen problem solving skills (Analytical and Creative)

• Experience working within an Agile team e

• Work with other engineers to setup and deliver customer projects

• Participation in the out of hours support program

•Lead technical presentations, demonstrations, workshops,

• architecture design sessions, proof of concepts, and pilots to explain, demonstrate, and prove to our largest customers the capabilities of Cashmere products and services, and how we can make their businesses more successful.

• Leading clear technical, competitive and security blockers to accelerate infrastructure sales and customer usage.

• Owning winning the technical decision at customers for sales opportunities and usage scenarios, through tailoring the message, bringing ideas to

customers, engaging with them to show technology differentiation, and guiding them in decision making.

• Working with partners and others as well as use our core tools, social connection tools, and AI driven data

MagenTys, an NTT DATA company
Technical Consultant
March 2018 - October 2018 (8 months)
London, United Kingdom

• Advisor - Engaging with technical and business stakeholders to demonstrate the business benefits
• Responsible for working with our customers to help them get the most out of their Atlassian software, including installing, configuring and customising the whole suite of Atlassian Software (JIRA, Confluence, Bitbucket, Hipchat, etc), as well as supporting customers with a range of Atlassian-related professional services, such as performance tuning, complex migrations and upgrades, etc.
• Creating portals for demo using HTML
• Take part in customer workshops to determine their requirements and to help them understand the 'art of the possible' with Azure
• AWS Integration management
• Engaging, leading and directing the appropriate resolving teams to ensure that faults are restored within the appropriate SLA. This includes both internal teams and 3rd party vendors.
• Infrastructure as Code - Terraform/Cloudformation scripts
• Containers - Docker, Kubernetes
• CI/CD pipelines
• Scripting languages to create well organised, readable and tested code
to deliver within the constraints of continuous integration and delivery environments

Leidos
Technical Consultant
June 2017 - February 2018 (9 months)
London, United Kingdom

• Liaising with various third party suppliers such as Vodafone, Xerox and ATOS to resolve outages and to understand user experiences.
• Working in an agile and waterfall environment in accordance to Prince 2
• Using JIRA and confluence to manage and track projects
• Solution design and consultancy

• Understanding and demoing customers' requirements in detail
• Work with customers to identify the most effective and relevant use of company products
• Producing detailed documentation
• Ensuring solutions are delivered in budge and on time with by working closely with Project Managers
• Ensure that products evolve with clients changing requirements
Producing daily reports with data extracted from Remedy
• Working with other business areas
• Using Remedy software to manage incidents.
• Experience and a good working knowledge of Digital systems AWS migrations

Utilize Plc
Service Delivery Manager(Contract)
November 2016 - April 2017 (6 months)
London, United Kingdom

• Represent the Client Support Area in Meetings with Clients where the delivery of service is discussed
• Creation of Tableau reports and dashboards
• Working and maintaining relationships with stakeholders
• Implement continuous improvement of processes
• Provide an escalation point for clients and BTA's, with regard to assigned clients, for service issues or failures.

• Working with Project Managers, Business Analysts and other colleagues to coordinate and maintain a rolling delivery schedule
• Owning the technical integrations of the sites between all internal and external systems
• strong experience and a good working knowledge of Digital systems
• Use of JIRA and Confluence
• Execution of reports and queries before publishing
• Conversion of metric insight reports to tableau reports
• Assisted clients in upgrading existing system
• Reviewed work-flow and suggested changes
• Monitored the entire process of improving processes

On Track Retail
IT Junior Service Delivery Manager (Contract)

July 2016 - November 2016 (5 months)
London, United Kingdom

My role involves working with both Senior Management and the Technical Management team to ensure that the Train Operating Companies receive high levels of service and support by meeting and where possible exceeding agreed Service Level Agreements.

-Develop multi-level relationships with customer to understand their business drivers and operational needs.
-Agree service review strategy with customer; attending meetings as agreed.
-Proactively monitor the service, acting as escalation route for Incident resolution, as required.
-• Client Relations and Service Development:
• Accountable for the overall quality of the process and oversees the management of and compliance with the procedures, data models, policies, and technologies associated with the process
• Support the London internal technical infrastructure including but not limited to; desktops/laptops, printers and networking equipment in association with external IT provider.
• Work closely with Directors and other Heads of Department to ensure the proficient running of all network systems and the delivery of data and analytics when needed.
• Upgrading and troubleshooting PC hardware with Windows XP, 7 and Vista
• Blackberry/ BES Administration & Configuration
• Create Service Desk reports using excel, creating pivot tables and graphs
• Other duties as assigned by the Head of Managed Services

Reports are created using VBA,Excel and Tableau

NHS Direct
1 year 6 months

Incident Analyst
February 2016 - July 2016 (6 months)

• triage, prioritise and assign resources to incidents and service requests
• validate new tickets, ensuring they contain sufficient information for the team to investigate and progress
• act as an interface with Business users, up to Director level, manage customer expectations and understand customer needs

• ensure tickets are updated in a timely manner and to a quality that ensures customers, engineers and management are able to understand the status of the ticket through enquiry or MI reporting
• monitor all tickets and proactively prevent breaches of Target Resolution Times and SLAs
• resolve conflicts of prioritisation and resource assignment
• generate reports and undertake analysis to lead on implementation of improvements e.g. reasons for breaches; volumes of calls by category; manual, repeatable processes
• collaborate with areas and individuals across IT, including managers
• lead the provision of an improved customer experience
• point of contact for customers seeking updates/escalations on a given ticket

IT Helpdesk Analyst (contract)
February 2015 - February 2016 (1 year 1 month)
London, United Kingdom

Providing first level assistance to all users, managing the service desk call logging system, ensuring calls are logged and escalated where resolutions cannot be found.

Coordinating call resolutions with other IT staff and third party suppliers to resolve problems as quickly as possible, ensuring minimum impact on business.

* Troubleshoot and resolve hardware, connection, printer and software issues reported to the IT team.

* Troubleshoot and resolve all problems encountered with hardware and software. Escalate requests to the appropriate party as needed. Replace or repair defective parts and equipment.

* Provide support to the IT Team.

* Provide support in the building of PCs and hardware and in the general maintenance of all IT equipment.

* Monitor and remove virus, spyware and other non-authorised software.

* Administering Blackberrys and mobile phones – configuring set up of emails on the BES server, configuring handsets, troubleshooting problems, arranging for repairs of faulty handsets etc.

* Patching phones and data connections at head office.

* Assisting in supporting AV equipment and guest WIFI at Head Office

* Maintaining the door entry system – programming new fobs, issuing for new starters, replacing lost ones, monitoring and carrying out audits.

* Assisting with installs of printers/scanning across all sites when necessary, including rectifying problems and calling out engineers as necessary.

* Creating CJSM secure email accounts and providing support to users who use these accounts.

* Assist IT with special projects as requested.

Maintain confidentiality in relation to employee and service user data and other sensitive

Microsoft
(contract)Business Productivity Advisor ((Office 365 Exchange, Dynamic, Lync, and SharePoint)
October 2014 - February 2015 (5 months)
London, United Kingdom

* Triaging issues to identify the relevant resolver groups

* Understanding technical problems and their business impact

* Liaising with 2nd and 3rd line technical teams to resolve issues

* Assisting in Dynamics CRM integrations Creating reports and work flows Liaising with different departments and gathering requirements

* Capturing knowledge gained, e.g. solutions to common problems and adding to the knowledge base

* Run meetings and workshops with clients to understand their requirements

* Deliver training

* Customise CRM

* Present solutions to clients

* Assist with pre-sales engagements

* Provide weekly project status reports for ongoing projects

* Log project work accurately

* Manage customer expectations and project scope

* identify new business opportunities

Education

University of Bedfordshire
Artificial intelligence and Robotics, Degree · (2011 - 2014)

Code First Girls
HTML/CSS Certificate, Web Page, Digital/Multimedia and Information
Resources Design · (2016 - 2016)

UDEMY
ITIL · (2016 - 2016)

Christ the King Sixth Form College
· (2009 - 2011)