JAMIE LOU

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EXPERIENCE

Beamery   Oct 2021 – Present

Backend Engineer - Feb 2023 - Present
Junior Backend Engineer - Jan 2022 - Feb 2023
Software Engineering Trainee - Oct 2021 - Feb 2022

- Maintaining and Extending APIs:
  - Enabling the continuous enhancement and upkeep of a comprehensive API suite, navigating seamless migration to newer services while meticulously ensuring feature parity.
  - Demonstrated expertise in load testing methodologies using K6, ensuring system resilience and performance scalability under varying workloads.
- OAuth Authentication Implementation:
  - Supported the implementation and support of the addition of OAuth authentication to provide added security for users.
- Access Control Enhancement:
  - Played a key role in refactoring the access control mechanisms within the product, contributing to improved scalability, maintainability, and security posture.
- Scripting/Automation:
  - Developed and implemented robust scripts for streamlined execution of data change requests, automating repetitive tasks to enhance overall operational efficiency.
- Observability:
  - Elevated observability through the creation of intuitive dashboards and alerting systems, utilizing tools like Observe, Grafana, and Prometheus to empower proactive issue identification and resolution.
- Support Rotation Excellence:
  - Actively participated in a weekly support rotation, serving as the first responder for team queries, bug triaging, and real-time monitoring, fostering a responsive and collaborative team environment.

Sykes Digital Services (formerly Symphony Ventures)   Nov 2018 – Sep 2021

Robotics Process Automation Consultant

- Following Agile methodologies to develop four unattended automations using UiPath for a multi-national courier company. One of which enabled a savings of £25,000 over a period of 3 months. ~10 FTE savings across the other three solutions.
- Working within a scrum team to implement multiple processes using UiPath for a BPO company. One of the first live robots for new CoE, working in an Agile environment.
- Contributing to the growth of CoE, creating documentation of best practices, PoCs and mentoring newer developers.
- Oversaw development of a web-based complexity estimator to improve efficiency in determining process suitability.
- Enhancing suite of tools by aiding development of a NICE accelerator, built in C# and front-end design with VueJS.

EDUCATION

University of Manchester, MEng Chemical Engineering   Sep 2014 – Jul 2018
Overall Mark: First Class

TECHNICAL SKILLS

Languages: Typescript/Javascript

Frameworks and libraries: Express.js, Node.js, Nest.js, Jest, Mocha

Tools: Github, Gitlab, JIRA, Docker, Kubernetes, MongoDB, Postgresql, Grafana, Observe, Prometheus, GCP