

# JAMIE LOU

jlou711@googlemail.com | +44 7514895646 | jlou711.github.io

## WORK EXPERIENCE

### Sykes Digital Services (formerly Symphony Ventures)

Nov 2018 – Present

#### 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.
- Supporting Service Delivery team in maintenance and enhancement of existing RPA solutions
- Working within a scrum team to implement multiple processes using UiPath for BPO company. One of the first live robots for new CoE, working in an Agile environment.
- Contributing to 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.

### Maitre Choux

Jul 2018 – Nov 2018

#### Sales Assistant

- Delivering consistently high-quality customer service and providing in-depth product knowledge.
- Routinely performing hygiene checks and ensuring visual presentation of store was to an excellent standard.
- Processing sales at checkout and through delivery platforms, managing customer relationships and stock.

## VOLUNTARY EXPERIENCE

### Oxfam, Summer volunteer

Aug 2016, Aug 2017

- Responsible for Oxfam online sales, ensuring that weekly targets for sales were met.
- Ensuring excellent customer service, managing the till and mentoring new volunteers.
- Collaborated in teams to sort donations and increase profits by encouraging Gift Aid sign ups.

### UberVolunteers, University ambassador

Oct 2015 – Jun 2016

- Promoting the organisation throughout the year, arranging a stand in the student union to attract prospective volunteers. 15% of volunteers were referred through me on the first year.
- Giving presentations about the organisation and analysing competitors to see how to improve the company.
- Assisted in managing the social media page on Facebook page to increase publicity, reaching out to over 1000 people on its first year.

## EDUCATION

### University of Manchester, MEng Chemical Engineering

Sep 2014 – Jul 2018

Design Project: Methanol Carbonylation via CATIVA Process for the manufacture of Acetic Acid

Dissertation: Infrared Spectral Pathology: The Influence of the Glass Substrate on Tissue Classification and Implications for Clinical Translation

Overall Mark: First Class

### St. Michael's Catholic Grammar School, North Finchley

Sep 2012 – Jul 2014

Advance Levels: Biology (A), Chemistry (A), Mathematics (A), Economics AS (A)

### Park High School, Stanmore

Sep 2008 – Jul 2012

GCSE: 6A\*, 4A, 2B with A\* in Mathematics, A in English Literature and Language and B in German

## SKILLS

UiPath, Blueprism, C#, Python, HTML/JS/CSS, Azure DevOps, Agile