James Duxbury AfCIIS

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I am a penultimate year Computer Science undergraduate with a real passion for technology. I fully embrace rapid continuous improvement (RCI) initiatives at my current role to allow technology to enhance operations.

EDUCATION

Durham University — Durham
Integrated Masters of Engineering in Computer Science — *Oct. 2022 – July 2026*
- On track for a First Class Classification, excelling in Data Science and Software Engineering
- Developed a role-playing game for IBM using Godot, working as part of an agile team

Mark Rutherford School — Bedford
GCE A-Levels — *Sep. 2019 – July 2021*
- A* grades at A-Level in Mathematics, Further Mathematics, Physics and Drama
- A* for CyberEPQ and A at AS-level in Computer Science

Mark Rutherford School — Bedford
GCSEs — *Sep. 2019 – July 2021*
- Grade 9 in Computer Science, Mathematics, Physics, Biology and Drama
- Grade 8 in Chemistry, History and English Literature
- Grade 7 in English Language, French and Religious Studies

EXPERIENCE

Software Engineer - AI Trainer — Mar. 2024 – Present
Data Annotation - Contract — *Remote*
- Assisted with the training of multiple AI models, with a focus on code generation
- Conducted in-depth comparisons between AI-generated responses, evaluating SQL, Python, JavaScript, and Java outputs.
- Provided detailed feedback to improve model accuracy and consistency in various coding languages.

Information Technology Support Technician — Oct. 2021 – Present
Snap-on Tools — *Kettering*
- Led onboarding and training of new team members during a major transition, ensuring proficiency in hardware and software support.
- Acted as the main point of contact for issues with the proprietary POS system, ensuring quick issue resolution.
- Improved collaboration between US and UK teams, significantly reducing resolution times through process enhancements.
- Created SOPs that reduced error rates and streamlined repetitive tasks, boosting operational efficiency.
- Assisted in migrating hardware for 400+ users, developing user guides and training to ensure a smooth transition.
- Contributed to key projects, including the migration to Zendesk and the creation of a web-based asset tracking system.
- Maintained a 100% CSAT score and consistently met SLAs across departments.
- Champion RCI initiatives, streamlining processes.

Sales Consultant — Sep. 2019 – Oct. 2021
Next — *Bedford*
- Trained new staff during a major store expansion, improving efficiency and earning promotion to team-coach.

PROJECTS

The Disappearance | *Godot*   Oct. 2023 – May. 2024
- Led the development of a quest-based role-playing game using Godot, implementing dynamic interactions between the main character and NPCs delivering educational content from IBM SkillsBuild.
- Managed communication with stakeholders and coordinated a team to ensure timely project completion.

X-Ray Image Repair | *Python, OpenCV*   May 2018 – May 2020
- Utilised Python and OpenCV to restore artificially damaged lung x-rays, enhancing the accuracy of a pre-trained classifier.
- Improved the classifier's diagnostic performance from 55% to 90% through image processing techniques.

JSGrades: Qualification Tracker (In Progress) | *React, NodeJS, CloudantDB*   May 2024 – Present
- Designing and developing a full-stack web application to track and calculate academic grades, providing users with real-time progress insights.
- Implementing authentication and session management with PassportJS and Express-Session
- Utilising IBM Cloud's infrastructure with their Cloudant NoSQL database.

GitHubNotionSync (In Progress) | *Python, GitHub Issues API, NotionAPI, MySQL*   May 2024 – Present
- Developing a Python Automation to synchronise GitHub Issues with a Notion database, to aid with task management
- Utilising MySQL to store data fetched from both the GitHub and Notion APIs, to help detect and manage changes.

TECHNICAL SKILLS

Languages: Python (Advanced), JavaScript (Advanced), C/C++ (Basic), C# (Basic), Haskell (Basic), SQL (Intermediate)
Frameworks: React, Node.js
Developer Tools: Git, VS Code, Visual Studio, IBM Cloud
Libraries: pandas, NumPy, Matplotlib, Scikit-Learn, OpenCV
Operating Systems: Windows, Linux, macOS
Wish List: Cloud Infrastructure, DevOps

COURSES AND CERTIFICATIONS

ITIL 4 Foundation (September 2021)
Accredited Affiliate Membership to the Chartered Institute of Information Security (August 2020)
Microsoft Certified: Azure AI Fundamentals (May 2024)
IBM Enterprise Design Thinking Practitioner (October 2023)
IBM SkillsBuild: Enterprise Data Science in Practice (November 2023)
IBM SkillsBuild: Getting Started with Enterprise Data Science (November 2023)
IBM SkillsBuild: Journey to Cloud: Envisioning Your Solution (October 2023)