Luke Howsam

- Linkedin: https://www.linkedin.com/in/lukehowsam/
- Github: https://www.github.com/luke-h1
- Website: https://lhowsam.com

Dear recruitment team,

I am an experienced IT professional with a demonstrated history of working in the information technology and services industry. I have dealt with problems in a pressurized environment and have good attention to detail. I enjoy solving technical problems and coming up with creative solutions which is why I have chosen to apply to this role.

Skills:
- HTML
- CSS/SCSS/styled-components
- JavaScript (ES6+)
- TypeScript
- React
- Next.js
- Node.js / Express.js
- GraphQL (server & client side)
- Python
- Django
- Docker
- NPM/Yarn/Lerna etc.
- Automated + manual testing (cypress, selenium, Jest etc.)
- Git, Github, Gitlab etc
- Jira, Trello, Confluence etc.
- Client relations
- Agile methodologies
- Teamwork

Certifications / Education:
- Pearson LPI linux essentials certification
- Information & creative tech level 1 Pass
- BTEC level 2 pass information & creative tech
- GCSE information & creative technology B

Experience:

Software Engineer - Hive IT (May 2022 - present):
● Creation of CI/CD pipelines (Azure, Gitlab)

● Development work with technologies such as Sanity, React, Next.js, Node, CSS etc on both small & large sized projects

● PR / code review

● Unit testing

● Addressing accessibility audit issues

● Working closely with UI/UX & POs/delivery teams to promptly fix & deploy features/fixes

Junior Software tester - Hive IT (October 2020 - May 2021):
Software tester - Hive IT (May 2021 - May 2022):
● Automated, manual, performance & exploratory testing

● Working closely with clients, PMs/delivery team, key stakeholders to highlight issues, resolve problems & assist delivery with prioritization & review of feature development

● Tailoring test plans to meet the needs of individual projects

● Ensure projects meet customer expectations & company quality standards around accessibility, performance & security

● PR/code review

● Creation/maintenance of CI/CD pipelines (Azure, Gitlab)

● Responsible for overseeing test, pre-production & production deployments on main project

● Maintenance of a large suite of automated tests (1000+ test cases at the time of writing)

Junior service desk analyst- The Floow (July 2019 - June 2020):
● As part of this role I worked at a growing telematics service provider who developed web & smartphone applications for insurers across EMEA & the US markets. I

worked in an agile/scrum environment alongside the technical customer service & projects team to deliver the following key responsibilities.

- First line technical support within a 24 hour SLA

- Incident management & resolution within agreed SLAs

- Proactively improve technical knowledge to reduce time spent discussing issues with technical teams.
- Manage a large amount of client support requests (average of 300 tickets per month) to provide timely resolutions to issues raised.

- Liase with client to provide updates to unresolved issues

- Analyse ongoing tickets to pickup trends to improve the level of service for clients

- Use Grafana & Icinga on a daily basis to ensure critical services are healthy & notify upper management / technical teams when they are degraded.

Thanks for looking through my CV & considering me for this role. I look forward to hearing from you.

Best Regards,
Luke