

# LUKE COLLINS

Bristol, UK · luke@lukecollins.dev · 07541011502

## EDUCATION

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**Univeristy of the West of England**  
BA International Relations, First Class Honours

Bristol, UK  
2007 - 2010

## EXPERIENCE

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### OVO Energy

*Senior Process Improvement Specialist*

April 2022 - Present

- What I've mentioned for Process Improvement Specialist, plus the following...
- Leading a team of two very cool kids, who I massively appreciate and am proud of
- Being more involved in strategy and departmental direction

### OVO Energy

*Process Improvement Specialist*

June 2021 - April 2022

- Improving, refining, maintaining and automating our primary point of business contact, the Ask Tech Support Service Desk, with an eye for UX
- Building processes outside of the Service Desk space as well, to help unify, consolidate and bring efficiency/automation to a wider space
- Creating applications for the team to use, to automate the boring stuff i.e. to eliminate as much toil as possible

### OVO Energy

*Tech Support Specialist*

June 2019 - June 2021

- Acting as first and second line support to facilitate the resolution of incidents and servicing of business requests
- Getting hands on with systems and hardware to resolve incidents and fulfill service requests
- Systems administration of several platforms

### OVO Energy

*Senior Customer Service Agent*

March 2016 - June 2019

- Customer Service Agent until March 2018, then a Senior agent thereafter
- Providing best in class service to the members of OVO Energy
- Recognising opportunities to engage our members with additional services and encouraging them to avail of them where appropriate

## SKILLS

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Programming Languages:	Python, Powershell, Shell
AWS Certifications:	Solutions Architect Associate, Developer Associate
Atlassian:	Jira Service Management, Jira Software, Jira REST API, Automation for Jira
Miscellaneous:	Django, Selenium, Linux Administration, Google Sheets

## INTERESTS

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### Development

I'm really keen on self-development. Even before I started in OVO Tech, I was following Python and Scala courses in my spare time. Since joining OVO Tech, I've continued to spend a lot of my own time learning and continuing to develop. This has culminated in a lot of the skillsets that are mentioned in my skills section. I'm just mad for it! I get restless if I'm not learning something new.

### Video Games

Well, I don't really have much time these days but when I do, I like to have a game. I have a megabeast gaming PC, but I just end up playing Red Alert 2 Yuri's Revenge over and over with my friends. My all time favourite game is Grim Fandango, it's very classy... mostly. A recent favourite is Pentiment, where I've been able to live out my fantasy of being a medieval journeyman artist. Smashing.

### Music

I blame Martin Brignall for this one. He gave me the music bug. He pointed me in the direction of a recommended list of equipment to pick up. And I don't regret a moment of it. I haven't had much time to play around with my equipment recently, it falling to the same fate as my video gaming habit. But when I do, it's been a like a cereberal bed of pillows.