Martin Nolan

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I'm a Gen AI Software Engineer at Sky, specialising in building internal AI-powered tools that enhance workflows and improve information accessibility across customer service, media, and sports. My experience covers the full product lifecycle, including requirements gathering, UI design, full-stack development (Next.js, TypeScript, TailwindCSS), cloud deployment, observability, and iterative refinement on Google Cloud Platform. Passionate about leveraging Large Language Models (LLMs) and vector databases to deliver innovative, scalable, and user-centric products.

I hold an MSc Mobile Web Development (Distinction) and a BSc Computing Science (First), and enjoy delivering scalable, accessible products that solve real-world problems.

Skills

- **Full-Stack Development:** React.js, Next.js, TypeScript, JavaScript, Python, TailwindCSS, Node.js
- **AI & Cloud Technologies:** Large Language Models (LLMs), Vector Search, Semantic Search, Google Cloud Platform (GCP)
- **Product Management & Agile Delivery:** Requirements Gathering, Stakeholder Engagement, Jira, Confluence, Agile Methodologies
- **Testing & Quality Assurance:** Unit Testing (JEST), Integration Testing (Playwright), End-to-End Testing

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Employment

AUG 2025 – PRESENT

Associate Gen AI Software Engineer / Sky UK, Livingston

SEP 2023 – AUG 2025

Technology Graduate / Sky UK, Livingston

- Completed structured rotations across engineering, product ownership, and AI innovation teams, developing strong expertise in technical delivery, agile product thinking, and AI-driven internal tooling.

Associate Gen AI Software Engineer (SEP 2024 – AUG 2025)

- Delivered full lifecycle development of internal AI-powered tools in agile squads, from ideation through UI design and development to deployment on Google Cloud Platform.
- Integrated Large Language Models (LLMs) and vector databases to streamline workflow automation and knowledge retrieval.
- Conducted iterative design processes, regular stakeholder demos, and feedback sessions to ensure user-centric product development.
- Selected Projects:
  - Cricket Command Centre (PoC): Contributed to building an AI-driven live sports commentary platform.
  - Tough Mutter (PoC): Helped develop LLM-driven sales and HR conversation simulations.
  - Knowledge Search Tool: Helped build a semantic search tool for call centre agents.
  - News Content Assistant: Developed article research and summarisation tools for journalists.
  - Customer Response Assistant: Delivered a generative tool for customer email drafts using embedded knowledge bases.

Associate Product Owner - Sky Go & Comcast (MAR 2024 – SEP 2025)
- Led requirements discovery and documentation for a cross-platform, multi-country streaming platform (UK, Germany, Italy, Austria).
- Collaborated with stakeholders, UI/UX teams, and developers to define feature requirements and align milestones.
- Conducted competitor analysis and KPI research using Conviva and AppBot.
- Identified and managed product risks through continuous agile feedback loops.

Associate Front-End Developer - TV (SEP 2023 – MAR 2024)
- Contributed to migrating Sky's internal TV sales systems onto a modern React.js and TailwindCSS stack.
- Developed reusable front-end components and supported API integrations.
- Wrote unit tests with JEST and performed integration/end-to-end testing with Playwright.
- Managed ticket workflows and delivery pipelines within agile sprint cycles.

OCT 2017 – JUN 2023

Customer Service Advisor / Santander UK, Glasgow

- Provided customer service and fraud operations support in a regulated banking environment.
- Mentored and trained new staff members on internal systems and procedures.
- Managed fraud alerts, card disputes, and security escalations under FCA standards.
- Supported process improvements to enhance operational efficiency

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Education

SEPTEMBER 2021 - AUGUST 2022

MSc Mobile Web Development (Distinction) / University of the West of Scotland

- Dissertation: Designed, developed, and deployed a decentralised blockchain marketplace on the Polygon network, using React, Solidity, and JavaScript.

SEPTEMBER 2017 – JUNE 2021

BSc Computing Science (First) / University of Glasgow
- Dissertation: Developed and deployed an Amazon Alexa interactive health and fitness application.