

Max Zimmer-Smith

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SUMMARY

My unique career journey, spanning digital storytelling, technical fieldwork, and customer service, has shaped my adaptability, resilience, and problem-solving skills. These experiences taught me how to thrive in fast-paced, collaborative environments and quickly learn new skills. Now, as a software developer, I build user-focused tools that simplify workflows and alleviate pain points, while contributing across Agile teams and aspiring to grow into a core maintainer and technical leader. I bring technical expertise in React, TypeScript, and testing frameworks, along with strong communication skills and a creative mindset inspired by my interests in emerging tech, AI, Dungeons & Dragons, and LitRPG.

WORK EXPERIENCE

Sky UK

Associate Software Engineer (full-time)

July 2024 - Present

Livingston (hybrid)

Delivering UI features as the sole front-end developer within a cross-functional Scrum team for a large-scale enterprise application used by thousands of UK & ROI agents to manage customer accounts. Leading accessible, business-aligned development in close collaboration with designers, product owners, and backend engineers, enabling faster and more effective customer support. Working towards Core Maintainer status for two key front-end repositories, while strengthening team capability by hosting Community of Practice meetings and streamlining onboarding through improved documentation.

Key Achievements

- Refactored 10+ legacy components leveraging a modernised, internally developed UI component library; eliminating all accessibility errors flagged by Evinced.
- Review ~5 merge requests weekly across two key frontend repositories, pre-empting 90%+ of fixes and halving deployment times.
- Delivered full-stack React and Java features for a graduate project monitoring 1,000+ codebases, enabling Principal Engineers and Senior Developers to identify vulnerable dependencies and prioritise upgrade paths.
- Deprecated and removed an outdated GraphQL schema, consolidating queries into a single schema to eliminate confusion, reduce maintenance overhead, and streamline frontend development.

Sky UK

Home Service Engineer (full-time)

February 2020 - July 2024

North East Scotland (field based)

Installed and maintained satellite TV and Fibre to the Premise services across North East Scotland, managing 6+ customer visits per day while ensuring safety, compliance, and high-quality service. Oversaw van stock, service, and MOT compliance, while proactively developing leadership skills by providing field manager coverage when needed.

Key Achievements

- Achieved 9+ CSAT scores consistently and upsold on 50%+ of visits.
- Maintained a sub-5% revisit rate across thousands of installations with zero safety incidents.
- Developed leadership skills as acting manager for up to 4 teams of 10–15 engineers, sustaining strong CSAT and KPI results.
- Awarded Network Operative Passport Scheme (NOPS) qualification for Fibre to the Premises installations on the Openreach Network, among the first engineers at Sky UK to do so.

Sky UK

Studio Instructor (full-time)

January 2019 - February 2020

Livingston (on-site)

Designed and delivered interactive media production sessions for young people, using bespoke video capture and editing software and professional studio equipment to teach practical skills in an engaging, hands-on environment. Ensured sessions were inclusive and safe, and acted as a point of contact for school staff and visitors.

Key Achievements

- Delivered hands-on sessions to ~200 students per week, fostering creativity and technical skills.
- Secured 80%+ of unfilled bookings by contacting 300+ schools.
- Guided students with Special Educational Needs and Disabilities (SEND) and led tours/briefings for visitors, maintaining inclusive and compliant environments.

Sky UK

Retention Expert (full-time)

March 2016 - January 2019

Dunfermline (on-site)

Provided customer support within the Broadband Centre of Excellence, handling high-volume calls and resolving complex service issues while balancing retention targets, upselling opportunities, and customer satisfaction. Supported team development through training and interim leadership responsibilities.

Key Achievements

- Achieved 70%+ retention rate across 100+ weekly calls.
- Achieved 9+ CSAT scores consistently while upselling on 50%+ of calls.
- Kept repeat calls under 1% by resolving complex issues, reducing escalations.

SKILLS

Technical Skills

- Proficient: React, TypeScript/JavaScript, HTML, CSS, GraphQL, Jest, Playwright, Git, Jenkins
- Familiar: Java, Spring Boot, Python, Flask, MariaDB, PostgreSQL, Docker

Agile Methodologies

- Scrum, Kanban, SAFe

Languages

- English (fluent), German (fluent), Luxembourgish (native), French (strong)

EDUCATION

University of Aberdeen

Master of Arts Single Honours - English - 2:1

August 2015

Aberdeen, Scotland

- Member of AU Boat Club (Rowing), and AU All-Round Fighting Club (MMA).

University of Luxembourg

Bachelor en Cultures Européennes - English Studies

August 2012

Esch-Belval, Luxembourg

- Member of Shotokan Karate Asahi Prüm, Germany.