

Experience & Achievements

- Sept 2021 -> **ResDiary, Team Lead**, Remote - Glasgow
A hospitality platform helping venues provide great dining experiences to millions each year around the world.
- Joined as a senior engineer on user-facing software. For a time, took on a hybrid role with product management. Later returned to full-time engineering, becoming team lead.
- Tech stack: .NET Core, Web API, SQL/EF, React, Docker, Azure CI/CD, K8s, DataDog
- Direct management responsibility for three people. Leading a team of eight, enhancing our offering for third-party developers and integrators. Improved team collaboration, building autonomy and ownership.
Promotions, SSE I (Sept) -> Product Technical Engineer (Feb) -> SSE II (May) -> Team Lead (August '22)
- Jan 2019 -> **VentureAxis**, Leeds
Sept 2021 Architect, developer and client contact on two projects for the largest independent music distributor in the UK with over £25m in sales annually.
- Designed and built a Shopify application providing true one-click order fulfilment. Real-time integration processes webhook notifications, forwards orders and notifies Shopify when orders are despatched. Dashboard allows detailed management, approval and review of orders. Written using Angular 10, .Net Core, Hangfire, EF Core, ShopifySharp.
- Designed and built a mailshot system for album release announcements. Featured client-side preview and bespoke Node.js Azure functions PDF generation with upload to Blob Storage. Angular 10, .Net Core back-end.
- Implemented PDF microservice and high-throughput data feed pipeline for a sports industry client.
- Built major portions of a custom B2B e-commerce solution using .Net Core, EF Core, SQL Server. Real-time pricing of millions of products on a per-customer basis, with payment via line-of-credit API or SAGEPay.
- Nov 2015 -> **Ctrack (Insego Corp.)**, Leeds
Dec 2019 Worked as a Developer for Ctrack; one of the world's largest telematics (vehicle tracking) companies, with 1,000,000 units deployed in over 50 countries across 5 continents. We provided customers with the means to make targeted improvements to driver behaviour, improving safety and reducing costs. This was a full-stack development role focused on bespoke products and tools for the UK and European markets.
- Developed applications used by engineers to commission tracking units using mobile devices. For the first time, engineers could work independently to complete field installations and servicing. Automated data-gathering and task closure saves engineers' time and ensures compliance, accuracy and accountability.
- Maintained our customer-facing SOAP/JSON API, making additions and changes in coordination with third parties. Improved error handling and added performance measurement mechanisms. Improved test coverage using SpecFlow.
- Built tools allowing rapid, accurate bulk import of customer information, eliminating the need for manual data transformation and copying by customer service staff and shortening the time taken to onboard customers.
- Configured and utilised CI/CD infrastructure (Jenkins, Octopus Deploy) via Github to allow for one-click compilation, testing, packaging and deployment of new software.
- Feb 2013 -> **Oracle Corporation**, Melton
Nov 2015 Worked on *FRS-POS*, a specialised point of sale, stock logistics and reporting platform written for the furniture retail industry and used by household names worldwide, including a 1000-user deployment in the United States. Our six-person team (responsible for all development and support) joined Oracle with their acquisition of *MICROS Systems* in September of 2014.
- Delivered major new feature sets and enhancements instrumental in migrating customers using a UNIX-based version to the current, .NET-based implementation of our team's product. Work spanned all product layers, including user interface, presentation logic, business logic and back-end.
- Shipped code across six major releases. Created reporting output using Crystal Reports. Back-ported features and fixes to older versions.
- Resolved time-sensitive problems with software, data and OS configuration on live systems. Scheduled and handled third-line maintenance including new installations, version migrations, software patches, licence renewals, including customer follow-up.
- Built tools to manage licence data, simplifying issuance and shortening maintenance windows. Duplicated customer infrastructure for root cause analysis using virtual machines.
- Assisted with migration to new development machines and workflows. Wrote documentation to spread knowledge, decrease *bus factor* and discourage *learning by osmosis*.
- Aug 2012 -> **Opus Information Technology**, Driffield
Dec 2012 Worked on *Ensemble*, helping manage the complexities of service charges for social housing. Extended the software, fixing reported issues. Provisioned test systems and prepared updates for deployment.
- July -> Aug 2011 **ResQ Contact Services**, Hull
NPower Residential Sales team. Built sales and marketing skills in a fast-paced, target driven environment.
- Apr -> May 2011 **Omerta Game Limited**, Hull
Worked on *Omerta*, a web-based MMORPG. Implemented Google Analytics across all versions of the game to prioritise mobile development efforts. Provided help and support to players and moderators.

Other Projects & Experience

July 2012 **LeedsHack 2012 Award Winner**, Leeds

As an attendee at LeedsHack (the largest independent hackday outside of London), I volunteered to mentor two under-18's new to software development. Over the next 24 hours - working through the night - they successfully built a functional prototype website allowing users to register for event alerts via SMS from *Breeze* - a local organisation running events for children and young adults. Our team of four won 3 awards including *The HyperLocal Award*, *The Breeze Award* and *Best of Show*.

Tinkering At home, I've built up a small collection of projects and services - some of them are even useful. I run a ZFS-based NAS, a small troupe of Raspberry Pi's, an OpenWRT-flashed router for network-wide adblock and RTL-SDR hardware for decoding [ADSB telemetry from aircraft](#). My latest projects are mucking with [earthly.dev](#) to automate [building Arch Linux ARM images](#) and sniffing the traffic from our home SMART meter. In the distant past (when I had more time) I wrote about a variety of things at [adamjames.github.io](#). I'm hoping to have more to publish soon.

Interests Security, Scalability, Privacy, Reverse Engineering, Networking, Performance, UX

Education

Sept 2007 ▷ **Bachelor of Science (Hons.) in Computer Science**, *The University of Hull*, 2:2

July 2012 I learned the value of a strong work ethic, punctuality and teamwork. My approach to work and problem solving improved with individual assignments and learning. I functioned effectively as part of a team in group assignments, working to coordinate, delegate and manage tasks. Took time in 2011 to gain experience in the workforce. Returned in February 2012 and graduated with honours.

- Software Engineering
- Mobile Software Design & Development
- User Interface Design & HCI
- Computer Systems & Software Security
- Distributed Systems Architectures
- Compiler Design & Implementation
- Software Design Principles & Practices
- Artificial Intelligence
- Networking & Enterprise Architecture
- Applied Mathematics
- Data Mining & Decision Systems
- Communicating & Teaching Computing

In *Communicating & Teaching Computing*, I taught and presented at a secondary school, working with teachers and students. Two of those students are now employed in the software industry.

Selected Projects

C# Shopping as a Service - Network-partition tolerant implementation of a self-service till, using WSDL-based Web Services, with a management and reporting system.

GNU Flex/Bison/C Implementation of a subset-of-C compiler, from a BNF specification of a toy language. Included lexing and parsing of BNF-derived context-free grammar and generation of C code.

Activities & Societies

Vice President, *Thwaite Hall Student Committee*

I served a year on the Student Committee at my halls of residence; organising and running events, managing a budget and discussing future ideas. I was also a point of contact, providing help and advice to students.

Member, *Hull University Disabled Persons Committee*

I spent time working with and advising the committee head, attending meetings to determine the future of university efforts to assist disabled students and wrote a report on the work of the committee for the administration.

Member, *Freeside Linux Computing Group*

I met some of my closest friends here and count it among my most important experiences at university. I became known among my peers for my obsession with security and OS roulette.

2004-2007 **AS/A-Levels**, *Wilberforce College, Hull*