

# JACOB NEWMAN

---

## *Senior Software Developer*

Jacob is a passionate and driven full-stack developer who excels at finding elegant solutions to complex challenges. With a keen eye for design, he strives to enhance the user experience and create visually stunning products. Jacob thrives in fast-paced environments and is always eager to acquire new skills.

In addition to his technical expertise, Jacob has a deep appreciation for various cultures and has traveled extensively to broaden his perspective. He values collaboration and relishes the opportunity to work in diverse teams, leveraging unique insights to drive innovation.

# Thoughtworks Experience

## *Public Sector (Health) - Senior developer (2 years)*

Responsible for the development and architectural evolution of a data product used to monitor and report on GP2GP transfers

- Created a system for classifying and reporting on technical failures of GP2GP transfers, resulting in a reduction of the overall technical failure rate from ~8.5% to less than 1% for over 200,000 transfers monthly (roughly 15,000 patients)
- Led technical and architectural changes to move from a monthly-cadence of data classification to near real-time feedback
- Built an API from scratch and onboarded suppliers to send hundreds of thousands of events daily, streamlining data processing and system efficiency
- Created a fully-accessible modern web application aimed to improve visibility and performance of GP practices by highlighting their integration levels

## *Major Automotive company - Senior developer (2 years)*

Led business critical pieces of work, including COVID-related changes and redefining the production support model

- Successfully gained the trust and influence of key stakeholders, resulting in critical team structural changes
- Spearheaded a complete overhaul of the production support model by prioritizing the resolution of technical failures, leading to a 3000% reduction in technical issues and a cost saving of over 50 hours per week in manual support effort
- Successfully challenged long-standing processes that lacked purpose, further streamlining the support model and enhancing team efficiency through automation
- Helped transform a legacy, monolithic application to a modern, micro-frontend based architecture with latest tools (eg. React Hooks, GraphQL, Typescript, Cypress)

### ***Major UK Retailer: Ventures - Experience designer and developer (3 months)***

Part of a 5-person discovery team to build new propositions for the “best and future customers” by conducting user-centered research and design.

- Built iterative prototypes to gain feedback from real users to discover what their customers want and how much they were willing to pay
- Built and deployed an MVP in 3 weeks to showcase the offering and signed up real users at an event, which has since scaled as a core part of the business
- Helped to conduct marketing events, materials and email questionnaires
- Interact with key stakeholders to on-board them on our discovery journey

### ***Global transportation platform - Developer (1 year)***

Created a platform for aggregating fleets/dispatch management systems to offer competitive rides for users.

- Built a portal framework - enabling easy creation of new portals, which included: booking portals, a user management portal and an incident resolution portal
- Built a shared component and style library to be used across different portals
- Aided in the transition from non-cross functional teams to product teams
- Assisted in transforming towards TDD/pairing
- Transitioned team from SCRUM to KANBAN

### ***Thoughtworks University (6 weeks)***

Jacob has attended the Thoughtworks University 6-week program in India.

# Other Experience

## *Hospitality Group - Web Developer (1 year)*

Responsible for front-end/back-end development and managing a portfolio of websites whilst improving communication amongst various departments.

- Provided IT consultancy and server/infrastructure management
- Improved user traffic by 20% by implementing SEO tools
- Integrating a ticket-based enquiry system to assist in communication with customers
- Aided in marketing campaigns and built cross-compatible emails for 200K+ users
- Worked in the branding team to help create new businesses, while also designing and building mobile- responsive websites
- Implemented a central 'Events Hub' to manage all upcoming events across all sites; sharing a central database and propagating the events to the appropriate websites
- Designed and created booking widgets and membership forms to allow users to make register and make reservations, saving over 30hrs a week of data entry

## Skills

- Programming Languages: Javascript, Typescript, Python, Terraform, Java, PHP
- Databases: MySQL, Postgres
- Main Technologies: React, Docker, AWS, Jenkins, CircleCI, GoCD

## Education

### *University of Queensland (3 years)*

Dual Bachelor Degree - Information Technology & Business Management

### *Birmingham University (1 year)*

University Exchange Program