

PROFESSIONAL SUMMARY

MSc Business Analytics graduate (STEM) and Power Platform Developer with hands-on experience designing low-code applications, automated cloud flows, and **agentic AI integrations**. Proven background leading client discovery sessions, mapping business processes, and building production-ready **Power Automate, Power Apps, and Copilot Studio** solutions that optimize business workflows. Combines technical capability across Microsoft 365 services and REST APIs with strong stakeholder communication, technical documentation (SOPs), and user-adoption training. Based in Greater Manchester and available for immediate placement at Reply.

TECHNICAL SKILLS & COMPETENCIES

Microsoft Power Platform & M365: Power Automate, Power Apps (Canvas & Model-Driven), Copilot Studio, Power BI, Microsoft 365 Connectors, Dataverse.

Agentic AI & Integration: Gemini Enterprise API, Anthropic Claude API, OpenAI API, RAG Architecture, Custom Function Calling, n8n, Webhooks, REST APIs.

Consulting & Systems Analysis: Client Discovery Workshops, Process Mapping & Re-engineering, Technical Requirements Gathering, SOP Authoring, User Training.

Languages & Databases: Python, SQL (PostgreSQL), Streamlit (Web App Prototyping), Relational Schema Design, ETL Pipelines.

POWER PLATFORM & AUTOMATION EXPERIENCE

The Smile AI | Greater Manchester, UK

Lead Power Platform & AI Consultant

July 2026 – Present

- Conducted operational audits and client discovery workshops with business stakeholders to analyze existing workflows, identify manual bottlenecks, and design re-engineered automation roadmaps.
- Architected custom low-code applications using **Power Apps** paired with automated cloud flows in **Power Automate** to replace manual spreadsheet data entry with structured, validated back-end processes.
- Re-engineered a high-friction spreadsheet scheduling workflow into an automated conversational booking agent using **Microsoft Copilot Studio** and Power Automate, enforcing calendar validation rules and updating cloud databases in real time.
- Authored technical documentation, process flowcharts, and user guides while delivering hands-on onboarding workshops to ensure rapid software adoption and zero operational downtime.

NOTJUST clothing (NJC) | Manchester, UK

Digital Operations & AI Automation Engineer

July 2026 – Present

- Designed and implemented an agentic quoting solution connecting the **Gemini Enterprise API** via webhooks to Google Workspace, automatically extracting unstructured meeting notes and emails into structured commercial quote outputs.
- Slashed proposal turnaround times by **55%** with an error rate under 0.5%, simplifying complex business workflows and eliminating repetitive data entry for commercial teams.
- Built a custom Python and n8n email assistant connected to Gmail, leveraging semantic file search routines to parse and organize client production data automatically.
- Authored complete Standard Operating Procedures (SOPs) and delivered a 6-week internal training series to upskill non-technical staff on newly deployed automation tools.

British Lacrosse | UK

Data & Systems Engineer

September 2025 – Present

- Developed Python scripts to clean, structure, and migrate legacy operational data into a central PostgreSQL database.
- Engineered automated data transformation flows connected to reporting dashboards, cutting weekly data preparation time from 6 hours to 15 minutes (**95% efficiency gain**).

EDUCATION

MSc in Business Analytics (STEM) | Manchester Metropolitan University

Completed October 2026

Modules: Business Process Optimization, Applied Digital Technologies, Advanced SQL, Python Data Pipelines.

BSc (Hons) in Business Management (2:1) | Manchester Metropolitan University

2021 – 2024