

Reece Davies

Email: reecedylavies@gmail.com

Phone: +44 79268 39324

Portfolio: reece-davies-portfolio.vercel.app/

Profile Summary

BSc Computer Science graduate with **MSc Management**, specialising in full-stack development. Skilled in **C#**, **.NET**, **Python**, **JavaScript**, **React**, and **SQL**, with a strong foundation in object-oriented programming, design patterns, and software architecture. Experienced in building and deploying applications across personal, professional, and academic projects, including mobile, desktop, full stack web apps, and machine learning tools. My experience in Computer Science and Management, combined with creative problem-solving and collaboration skills, makes me a **strong candidate for tech-focused roles**.

Previous Work

Digital Service Desk Assistant | Insync Insurance [06/2025 – present]

- Optimised Provide frontline support for ICE Policy (our digital products insurance software), diagnosing issues with configuration, XML/Python rating scripts, document generation, and analytics requests.
- Investigate and identify root causes of software issues, proposing solutions for approved changes, and escalating to internal developers or third-party vendors when required.
- Manage and resolve YouTrack tickets from internal users, ensuring timely and accurate responses while maintaining system integrity and compliance.
- Collaborate with cross-functional teams to support future enhancements and software improvements, bridging the gap between support and development.

Operations Technician | Insync Insurance [02/2024 – 06/2025]

- Optimised internal processes and authored process guides, including a streamlined New Starter & Leaver workflow for managers, Operations, and third parties.
- Supported Accounts & Credit Control teams by processing API user policies, refund requests, and shortfall claims.
- Collaborated with management to refine Acturis configuration and templates, ensuring SMS, email, and documents were consistent, cost-effective, and compliant.
- Oversaw core systems operations including monitoring alerts, managing hardware distribution, and maintaining software updates, while also serving as a designated fire warden and trained first-aider.

Cyber Security Analyst (IT Industrial Placement) | Met Office [07/2019 – 06/2020]

- Awarded an Industrial Placement within the Met Office (Exeter), working in the Cyber Security Operations Centre (CSOC).
- Monitored and logged security of internal systems, implementing preventative measures to improve overall security.
- Was involved in the deployment of the Logging, Monitoring and Alerting (LMA) Project, using Elastic Stack detection tools to identify and report malicious activity.
- Gained professional experience in collaborative, technology-focused teams while strengthening practical cybersecurity skills and understanding of internal processes.

Major Projects

Connected Rail:

- An integrated platform for a railway system, done with a team of other university students.
- This software package includes a web app (PHP), a desktop admin app (Java), and a mobile app (Xamarin), and allows everything from the booking of train tickets on the passenger's end, to the management of staff accounts on the administrator's end.

Met Office LMA Project:

- The Logging, Monitoring and Alerting project made use of Elastic Stack's software to search, analyse, and visualise large volumes of data in the Met Office's internal system.
- This empowered the Cyber Security team to swiftly identify and respond to potential threats.

Reece Davies

Inventory-Sync:

- A MERN stack inventory management application published to Render.com, featuring real-time updates and secure user authentication with JSON Web Tokens.
- Users can seamlessly organise and categorise assets, assign custom statuses to individual items, and view data in structured tables for straightforward tracking.

Python ML Handwriting Detection:

- A personal project made with Python's TensorFlow, Numpy, Scikit-learn, and Pygame, that utilises machine learning AI for handwriting recognition.

Trampoline Tariff Calculator:

- A mobile app made to calculate the total tariff difficulty of a 10 skill trampoline routine, including the individual difficulty and fig notation of each skill.
- This app has been posted to the Google Play Store and made publicly available.

Education

University of Exeter Business School

Sept 2021 - May 2022

MSc Management (9 month) - Merit

Primary modules:

- | | |
|------------------------------------------|----------------------------------------------|
| • Accounting for International Managers | • Sustainability, CSR and Business Ethics |
| • Business Analytics and Research Skills | • Future Trends for International Management |
| • Marketing for Management | • Organisational Management & Leadership |
| • Strategy for International Managers | |

University of Plymouth

Sept 2017 - June 2021

BSc (Hons) Computer Science - Second Class Honours (Upper Division)

Final Year Computing Project:

- 'SafeGaze', a Sports Facility Observation System, built with PHP, HTML, CSS, JavaScript, & SQL.
- Done in collaboration with Exeter Trampoline Academy.
- Addressed the challenges posed by pandemic restrictions, offering a secure streaming platform for facility's members, particularly crucial given the limitations that prevented parents from being physically present in the building while their children participated in sports activities.

Technical Skills

C# .NET: Built robust applications with strong grounding in object-oriented programming, design patterns, and software architecture.

Full Stack Development: Experience in building web apps with PHP, MERN, and Next.js; skilled in creating dynamic, maintainable, and responsive front-end and back-end solutions.

Python & Machine Learning: Applied Python to automation, data analysis, and ML projects using TensorFlow, NumPy, and Scikit-learn.

Languages, Frameworks, & Libraries

Python | JavaScript | C# | React | Node.js | Express.js | Next.js | SQL | MongoDB | PHP | Java | HTML | CSS | Tailwind CSS | TensorFlow | Numpy | Scikit-learn | MATLAB | AWS

References available upon request.