

LUKE HENDERSON | STUDENT & DEVELOPER

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Summary

A proactive and results-driven Business Management student with industry experience in IT service administration, automation development, and process improvement. Skilled in problem-solving, teamwork, and customer service, with a strong entrepreneurial mindset. Experienced in Python, SQL, and cloud technologies (Google Cloud, Azure DevOps) with a keen interest in business automation and Fintech solutions. Proven ability to analyze complex problems, develop scalable solutions, and collaborate with cross-functional teams. Currently leading a team of students in building a Fintech web application, applying both technical and entrepreneurial skills. Seeking opportunities to leverage my technical expertise and business acumen in a dynamic organization.

Experience

AkzoNobel Ashington [Work Exp /w IT Team] - [Ashington Site] - [June 2019]

- Used VmWare, Microsoft Exchange and Azure to monitor servers and users on site.

Forum Family Practice [Admin / Flu Clinic] - [Cramlington Shops] - [March 2019 - November 2022]

- Ethically and confidentially handled / scanned sensitive patient files onto a SystemOne database.
- Helped organize and run the Covid vaccination clinic during the Coronavirus lockdown.

TotallyGroup PLC [IT Service Desk] - [Vocare House] - [November 2021 - April 2024]

- Provided hardware and software technical support for employees, troubleshooting issues related to AD, MS Exchange, Office 365, Mitel telephony systems, Authenticators and VPNs.
- Managed user accounts, permissions, and security settings with AD and MS Exchange.
- Resolved ticketed IT service requests, ensuring timely and effective responses to maintain business continuity and SLA using freshworks.
- Delivered training and guidance to new IT Technicians during recruitment period.
- Ethically and Confidentially handled employee and Patient data when assisting employees.
- Used MS Excel to produce reports on IT equipment expenditure, WEEE etc.

Cleardata UK Ltd [Automation Developer] - [Cleardata Blyth] - [April 2024 - March 2025]

- Automated data processing using Python and SQL, reducing manual workload by 20% when producing reports.
- Refactored legacy code (Python 2.x/3.x) to modern Python 3.10, improving maintainability and performance.
- Collaborated with cross-functional teams to evaluate new technologies and integrate them into the existing tech stack.
- Utilized Azure DevOps for version control, CI/CD pipelines, and workflow automation.

Personal Projects [Full Stack Developer] - [Remote] - [June 2024 - Ongoing]

- Designed and built a Fintech web application with a Python (FastAPI) & MySQL backend.
- Developed a responsive frontend using Vanilla JavaScript, HTML, CSS and Chart.js.
- Hosted and scaled application services using Google Cloud.
- Integrated third party API's to add functionality to certain parts of the application.

Other Experience:

[Turnstile Operator] - [NUFC] - [November 2023 - december 2024]

[QC Production Operator] - [Akzo Nobel Ashington] - [june 2020 - september 2020]

Skills

- Python
- SQL (MySQL and Microsoft SQL Server)
- HTML
- CSS
- Javascript
- Azure
- DevOps
- Google Cloud
- DigitalOcean
- Ticketing Services
- AD
- Microsoft Exchange
- Mitel
- OAuth
- Office 365
- Excel
- Problem Solving
- Teamwork
- Restful API's

Education

North East Futures UTC: 8x GCSEs including Maths, English and Computer Science. 1x OCR Cambridge National Certificate Merit at level 2 for Health and Social Care.

Newcastle SFC [A Levels]: Geography B, Business A and Economics C.

Northumbria University [Undergraduate Degree]: In the final year of my Business Management Ba(Hons) at Northumbria expecting a 2:1.

Emails for References

Shirley Spoors, Production Manager, Akzonobel
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