
Jimmy Minns

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Summary

Dynamic IT professional and 2nd Year University Student with expertise in AI integration, data analytics, and automation development. Proven track record of delivering impactful training to over 400 users, creating 20+ hours of educational content, and driving operational efficiency through advanced automation solutions. Adept at technical support, systems troubleshooting, and enhancing user experience, with notable achievements including reducing manual spreadsheet work by 40+ hours monthly and completing over 5000 user queries as a Level 2 technician. Skilled in developing customised software solutions and collaborating with cross-functional teams to implement innovative technologies. Career focus on leveraging technical expertise to optimise workflows and drive measurable outcomes in technology-driven environments.

Experience

IT INTERN - ENTERPRISE APPLICATIONS | 06/2025 - Current

Otsuka Pharmaceuticals Europe LTD - Windsor, Windsor

Delivered training to over 400+ users on AI adoption and development.

Sole speaker to 100+ users in hour-long subject-specific masterclasses, producing over 20 hours of educational content.

Classes include Excel, Automation, Documentation generation and Prompt Engineering.

Delivered robust automations in TypeScript and Power Automate, cutting overhead dramatically.

On target to reduce manual spreadsheet work by 40+ hours a month.

Completed data analytics and created bespoke reporting techniques to gain rich insights on AI usage to present to key stakeholders.

Measurably increased AI literacy and created a paradigm shift within operational workflows.

Upgraded existing **automation** systems with latest technology, ensuring compatibility and future-proofing operations.

Developed customised software solutions to improve robotics **automation** processes, increasing productivity.

Collaborated with cross-functional teams to identify opportunities for AI application across various business units.

Led the integration of AI technologies into existing systems, significantly enhancing operational efficiency.

Delivered custom AI solutions for clients, addressing unique challenges and delivering measurable outcomes.

IT ADVISOR | 05/2024 - Current

BeLimitless Technologies - Bracknell

Supported as an independent advisor for the Microsoft Community environment as well as for Microsoft's Twitter Direct Messaging services, Google Nest support and the Xbox community and Sony Electronics.

Supported as a Level 2 technician, independent advisor for the Microsoft Community environment as well as for Microsoft's Twitter Direct Messaging services, Google Nest support, Xbox community, Sony support and TooGoodToGo team.

Level 2 Technician role awarded for being top performer in team, operating at the highest level possible.

Completing over 5000 queries for users.

Read and understood detailed and complex questions and files to inform repair assessments.

Tested and troubleshooted all Microsoft applications like OneNote, Office 365 and Excel.

Provided Workarounds and results of in-depth research for queries.

Escalated severe-issues to higher-tier support team.

Orchestrated complex assistance for multi-node hardware architecture.

Helped frustrated users in a positive, solution-orientated manner.

Specialised in Cyber Security and protecting users.

Code Ninja

Prepared and duplicated teaching materials to help facilitate student understanding of key content.
Provided stimulating learning environments, motivating students to engage with class activities and reach potential.
Drove social, emotional, intellectual and physical development through age-appropriate activities.
Taught how to program mods for games such as Minecraft.
Trained in teaching JavaScript, C#, Lua, Scratch, Python.
Enhanced student wellbeing by encouraging health, safety and good behaviour.

Education

University of Brighton - Brighton | Bachelor of Science

Computer Science with AI, 2027

1ST Class Honours (75% average) 2nd Year Modules Include:

Intelligent Systems (82%) - Built supervised/unsupervised ML models in a constrained environment; produced ROI, variable constraint and national impact assessment for Malware Traffic Detection on edge-case routers.

Mobile Application Development (77%) - Developed an Android app using a multi-API stack (ChatGPT, email-getters) to securely automate customer complaints; built with XML, Java and SQL.

Data Structure and Operating Systems (75%) - Engineered a ticketing system with a custom data structure optimised via Big-O analysis; featured user access rights, auditing, encryption, OS threading and a secrets vault.

Integrated Group Project (72%) - Co-developed a Roguelite side-scroller in Java with Google Cloud backend, SQL database for multiplayer-based online market, anti-tamper protection, and custom physics, world generation and enemy AI.

Skills

- AI integration
- Data analytics
- Automation development
- Technical support
- Educational content creation
- Technical documentation
- User experience enhancement
- Team player
- Systems troubleshooting
- Advanced critical thinking