

Tom Cornes

Software Developer

About Me

Ambitious Software Developer and Service Desk Analyst with a Computer Science background. Proven track record of driving technical efficiencies at Selfridges by bridging the gap between user requirements and scalable Jira infrastructure. Experienced in full-stack development, automation, and high-pressure infrastructure management.

Background

Selfridges (2024-Now)
Service Desk Analyst

De Montfort University (2021-2024)
BSc Hons in Computer Science – 1st Class

King Edward VII Science and Sport College (2016-2020)
GCSEs & A-Levels in BTEC IT, Physics, Mathematics, Further Mathematics.

Key Professional Achievements

Jira Systems Architecture - Designed and implemented a custom-tailored **Jira Service Management** project for an internal team by leading requirement-gathering workshops and engineering bespoke workflows.

Technical Escalation Leadership - Managed 2nd-line infrastructure responsibilities solo for 3+ weeks, maintaining **100% SLA compliance** and resolving high-priority escalations.

Strategic Research - Presented a research initiative on **AI integration** within Jira to the Head of IT Services to improve departmental automation and reporting.

Operational Analytics - Engineered Jira dashboards to provide real-time visibility into IT project health and performance metrics.

Personal Projects

HomeLab - Docker & Portainer, Networking, Self-Hosted VPN, Headless Ubuntu

Modded Minecraft Server & Custom Mods - Java, Program Optimization, Web Server, Database, Hardware

Details

Based in Leicestershire

Phone: 07938135980

Email: tom@notoric.net

GitHub: [Notoric](#)

Portfolio: [notoric.net](#)

LinkedIn: [tom-cornes](#)

Skills

Languages

- Java
- PHP
- Python
- JavaScript

Tools & DevOps

- Docker
- Maven/Gradle
- Git/SVN
- Jira / JSM

Infrastructure

- Linux
- Networking
- VPNs
- CLI

Web

- HTML
- CSS
- Web Servers

Hobbies & Interests

- Teaching/Learning Karate
- Creating & Managing Game Servers
- Retro Game Console & Hardware Modding
- Finding Creative Solutions to Real Problems