

Joshua Hamilton-Brown

Tallinn, Estonia | (+372) 5853 0563 | me@josharhb.com | linkedin.com/in/joshuarhb

Profile

Software engineering professional and MSc student with over three years of industry experience at Vodafone UK across software development, digital analytics, and service design. Proficient in Java, TypeScript, C#, and Python, with hands-on exposure to agile delivery, AWS environments, and data-driven product work. Comfortable operating independently or as part of cross-functional teams, and quick to get up to speed in new domains and tools.

Technical Skills

Languages	Java, TypeScript, JavaScript, C#, Python, SQL, Haskell
Web & Frameworks	React, .NET, REST APIs, HTML/CSS
Cloud & Infrastructure	AWS, Docker, Nginx, CI/CD pipelines
Analytics & Tag Mgmt	Adobe Analytics, Tealium (TiQ), Medallia, Decibel
Tools & Methodologies	Git, Jira, Microsoft Visio, Pega, Agile/Scrum

Work Experience

Vodafone UK — Digital Degree Apprenticeship **Sep 2018 – Mar 2024**

Service Designer

Jan 2024 – Mar 2024

Vodafone UK

London, UK

- Mapped and optimised 400+ customer journeys across fixed and mobile product lines using Microsoft Visio and real-time user testing, improving consistency and clarity across customer-facing flows.
- Overhauled journey mapping tooling and metadata to consolidate documentation into a single source of truth, reducing stakeholder alignment overhead.
- Collaborated across engineering, product, and CX teams to identify and resolve journey pain points, contributing to improvements in customer satisfaction metrics.

Software Developer

Sep 2020 – Sep 2021

Vodafone UK

Newbury, UK

- Built internal tooling in Java and the Pega low-code platform, deployed on AWS and on-premises environments, improving operational efficiency and fault response times.
- Delivered within a full agile cycle — sprint planning, CI/CD, peer code review, retrospectives — maintaining consistent release cadence across the team.
- Onboarded and mentored junior team members, reducing their ramp-up time and strengthening collective team output.

Digital Analytics Specialist

Jul 2019 – Sep 2019

Vodafone UK

London, UK

- Designed and maintained customer analytics dashboards in Adobe Analytics, Medallia, and Decibel to enable data-driven UX prioritisation.
- Implemented tag management solutions using Tealium and custom JavaScript integrations to capture granular behavioural data and surface actionable product insights.
- Partnered with UI/UX designers to feed analytics findings into iterative design cycles, contributing to improvements in conversion and engagement metrics.

Puretone Ltd

Feb 2017 – May 2018

Sales & Accounts Administrator

Feb 2017 – May 2018

Puretone Ltd

Rochester, UK

- Managed high-volume order processing and customer support at a specialist hearing aid electronics manufacturer, maintaining accuracy and throughput under time pressure.
- Streamlined administrative workflows to reduce processing bottlenecks during peak periods.

Education

MSc Software Engineering

Sep 2024 – Jul 2026 (*in progress*)

University of Tartu / TalTech

Estonia

- Joint programme at Estonia's two leading technical universities, covering formal methods, requirements engineering, systems modelling, software quality assurance, and agile development.
- **Project (Autumn 2025):** Led a team of four as both project lead and lead developer in the design and development of a full-featured banking application prototype, managing requirements, architecture decisions, and delivery across the group.
- **Project (Autumn 2025):** Participated as part of a team in a closed Kaggle competition on credit risk model stability, sponsored by Home Credit; applied machine learning techniques to financial data classification under competition conditions.
- **Project (Autumn 2024):** Collaborated in a team on an applied machine learning project developing a component of an autonomous vehicle perception system, working with LiDAR point cloud data and the LISO odometry framework.

BSc Computer Science with a Year in Industry

Sep 2018 – Jul 2023

University of Birmingham

UK

- Integrated programme combining academic study with a year-long industry placement at Vodafone UK.
- Developed across multiple programming paradigms — Python, Java, Haskell — building grounded understanding of performance, correctness, and maintainability trade-offs.
- **Final Year Project:** Delivered a fully containerised full-stack web application (React/TypeScript frontend, .NET/C# backend, SQL database, Nginx reverse proxy) built to production security standards.