



LAURA JAYNE SMITH

Nationality: British

LinkedIn: <https://www.linkedin.com/in/laurajaynesmith/>

Driving licence: Full British Driving Licence

PERSONAL STATEMENT

Experienced Software Developer and Support Engineering Team Lead with strong skills in C#, SQL, .NET, JavaScript, and HTML/CSS. From building full-stack solutions to leading teams through agile processes, I've built a solid foundation in software development. My leadership style is all about mentoring developers, improving system performance, and creating a collaborative, positive environment.

Outside of work, I'm a lifelong learner – I'm into video games, board games, hiking, and, of course, Shotokan Karate. I've been training for over 22 years and hold a 5th Dan black belt. Always looking for ways to grow, both in my career and as a person.

WORK HISTORY

Staff Absence Management
Support Engineering Team Lead
11/2023 - current

- Lead a team of developers and technicians, helping to resolve technical issues and support development processes
- Oversee the resolution of high-priority incidents, ensuring minimal disruption to operations
- Lead and actively participate in Agile ceremonies, including sprint planning, retrospectives, and daily stand-ups
- Work closely with the right people to keep tasks moving forward and gather the information needed to meet both business and technical goals
- Provide mentorship to junior engineers, offering guidance on technical best practices and career development
- Identify areas for improvement and implement changes, I developed a roadmap that didn't exist before I took on this role

Staff Absence Management
Developer
08/2020 - 11/2023

- Developed full-stack solutions using C# .NET, JavaScript, and SQL
- Worked in an Agile environment, collaborating with cross-functional teams
- Created new features and optimised existing functionality, improving system performance
- Lead discussions in sprint planning and retrospectives

NetConstruct
Junior Support Developer
03/2020 - 08/2020

- Triage incoming support tickets and implemented bug fixes for client websites
- Gained expertise in Kentico MVC and Umbraco CMS
- Improved debugging and front-end development skills through hands-on issue resolution
- Strengthened JavaScript and Front End Skills

FigureOut – 2plan wealth management Ltd

Junior Developer

12/2018 - 03/2020

- Worked with a team developing software in the finance sector
- Built new features and applications while maintaining legacy systems
- Worked with .NET Core, Blazor, and MVC on web-based applications

AXA Insurance

IT Apprentice – Software Development

10/2016 - 11/2018

- Completed a Level 3 software development apprenticeship while gaining hands-on experience
- Focused on software development but also gained experience within the business analysis, release management, and testing teams
- Worked in Agile project teams, using Visual Studio, TFS, and VSTS

EDUCATION

City & Guilds Level 3 Diploma in ICT Professional Competence, ICT Systems and Principles

QA

January 2017

Bachelor of Science with Honours Degree in Psychology

University of Sunderland

January 2014

SKILLS

- .NET Development
- Leadership
- SOLID principles
- Agile development methodologies
- SQL
- JavaScript
- Project planning
- Full-stack development
- HTML/CSS

VOLUNTARY WORK EXPERIENCE

Karate Union of Great Britain

Northern Region Secretary

02/2025 - current

- Administrative and support role within the karate organisation.
- Member of the executive committee.

Karate Union of Great Britain

Karate Instructor

02/2011 - current

- Qualified Karate Instructor
- Planned and adapted classes to accommodate the skill level of students.
- Trained individuals to achieve senior-grade levels and coached students for competitive performance

QUALIFICATIONS

- City & Guilds Level 3 Diploma in ICT Professional Competence
- City & Guilds Level 3 Certificate in ICT Systems and Principles
- Mental Health First Aid In The Workplace

ACHIEVEMENTS

2025 - Selected onto the KUGB England Squad for the 8th consecutive year

2023 - Achieved Official KUGB Referee qualification

2022 - Achieved Godan (5th Dan) in Shotokan Karate

2006 - Achieved Black Belt in Shotokan Karate