

PETER YOUNG

SOFTWARE DEVELOPER

PROFESSIONAL PROFILE

A software developer with over 15 years of experience across the full development lifecycle, specialising in C#, .NET, TypeScript, Angular/React and MS SQL. My career has focused on building and maintaining large-scale systems for established organizations like ASOS, Virgin Atlantic, and the British Council, as well as architecting new platforms from the ground up in startup environments. I have a strong background in service-oriented architecture, API integration, and modernizing legacy codebases. Recently, I have focused on AI integration (OpenAI) and real-time data processing. I am experienced in working within Agile teams and mentoring junior and offshore developers to maintain code quality and delivery standards.

TECHNICAL EXPERIENCE

Core Development : C# .NET 8/Core (15+ years), MS SQL Server (15+ years), TypeScript (5 years), Web API (5 years), Node.js (1 year), Postgres (1 year)

Frontend & Web: React (2 years), Angular (3 years), JavaScript (ES6+), HTML5/CSS3, WebSockets.

Cloud & Infrastructure: Azure (App Services, SQL Azure, Cloud Hosting), AWS (EC2, S3), CI/CD Pipelines.

Architecture & Patterns: Microservices, N-Tier Architecture, SOLID Principles, Agile/Scrum, SDLC Management.

Modern AI & Tooling: OpenAI API Integration, LLM Fine Tuning, AI Chatbots (Voiceflow), Git, Docker, Entity Framework, Unit Testing (NUnit/Vitest)

EMPLOYMENT HISTORY

AuggieAI

April 2024 – Present (Contract, Remote)

<https://auggieai.com.au>

Technologies: Web Api .Net, React, Node.js, Postgres, Voiceflow, Oauth, Docker

AuggieAI is an AI-driven customer retention SaaS platform for dental clinics. Joined at the company's inception as the technical lead, working closely with the founders to build the platform from the ground up. Architected and developed the initial system, security, and hosting, establishing the foundational infrastructure that directly enabled the company to secure its initial startup investment.

- Developed and implemented a middleware APIs to enable seamless integration between AuggieAI systems and third-party dental booking platforms, allowing clients to effortlessly link their accounts to Auggie products.
- Worked on a custom SMS-based platform to send AI-driven, personalised appointment reminders to patients and enabled automated appointment bookings upon request, improving retention rates and reducing no-shows for dental clinics.
- Created a dynamic AI chatbot messenger app in Voiceflow, integrated with a booking system that allows dentists to embed it on their websites and create bookings within their own scheduling systems.
- Prototyped an automated AI call-booking system for out-of-hours scheduling, using a Deepgram WebSocket to stream speech-to-text translations, ensuring low response latency.

Sonstream

April 2022 – Jan 2024 (Contract, Remote)

Technologies: Angular 14, Web Api, EF, MS SQL, Azure, Lucene

Sonstream are a start-up music streaming website that operates on a pay-per-song model rather than a traditional subscription model. Working as lead dev I took over an ongoing project to convert and enhance the existing MVC-based prototype into a dynamic angular-based site, as well as enhance functionality in preparation for a media relaunch.

- Received high level business ideas from product owners, scoped out detailed requirements and architecture and translated into technical solutions

- Devised and developed major enhancements to the site's search engine, including an auto-suggestion feature, as well as a configurable weighting system to boost results in terms of recent and historical usage
- Created a dynamic "suggestion" panel which learns from previous user journeys to determine which songs have similarities and presents them when a user is playing a track
- Worked on a broad range of smaller enhancements and legacy bug-fixes
- Organised fortnightly sprint planning - delegated various tasks to offshore team, conducted peer reviews and mentoring

Verbank Advisors

Nov 2021 – Jan 2022 (Contract, Remote)

Technologies: C#, ASP MVC, EF, MS SQL, React, CSS

Verbank were a financial advisory firm with a presence in Europe, USA and Latin America, focusing primarily on capital raising and wealth management.

- Completely rewrote and restyled public-facing websites for European and US branches, into a lightweight sites with easily-modifiable content for management - written in React.

Furloughed – Feb 2021

HotelplanUK

Mar 2017 – Jul 2020 (Contract, Remote)

<https://www.ingham.co.uk>, <https://www.santaslapland.com>, <http://www.espritski.com>, <http://www.flexiski.com>

Technologies: ASP, C#, ASP MVC, Web Api, MS SQL, React, Umbraco, RhinoMocks

Hotelplan are a parent company that operate a variety of tour operating brands selling package holidays. Each brand has its own site that sources flight and accommodation availability information from a Sphinx full text index and interacts with 3rd party web services to make booking.

Hired initially on a 3 month contract that extended to over 3 years, I worked on numerous medium term projects on both public-facing and internal systems in an agile development environment

- Developed a comprehensive invoice reconciliation single page app using React that allowed accounts department to efficiently allocate sales to received payment
- Created an automated and configurable post-holiday feedback survey system utilising HangFire and SendGrid – project well received by board.
- Developed WebApi-based business logic/DAL middle tier services to expose databases to front end applications
- Created a tool that generates a branded rich email template for a selected holiday package allowing sales agent to easily modify pre-populated details (if desired) and send to prospective customer as a quote
- Made routine modifications to public facing websites, typically using Umbraco/MVC and AngularJS

TTG Transportation Technology

Oct 2016 – Dec 2016 (Contract)

<http://www.ttgtransportationtechnology.com>

Technologies: ASP Webforms, C#, MS SQL 2008, Svn, Javascript, CSS

TTG provide software products to rail operators that allow them to increase the fuel efficiency and timekeeping of their network operations. I was hired by TTG to develop some urgent modifications to their primary scheduling product to meet a client's unique requirements. I was able to help TTG meet its contractual deadlines and provide feedback and input into the system's specifications where lacking.

British Council

March 2015 – Dec 2015 (Contract)

<https://www.britishcouncil.org>

Technologies: ASP MVC 5, Web API, MS SQL 2012, EF 6, AngularJS, StructureMap, C#

During my time at British Council I was solely responsible for managing a payment portal site know as 'GOPI' – written in ASP MVC 4. This small redirect-site sat between British Council's many websites and acted as a proxy to different payment providers, logging payment information and interacting with payment gateways via webservice, HTML posts and other means. A windows service also ran in the background monitoring the status of any troublesome transactions and an AngularJS/WebAPI admin site was used to configure the app and produce reports.

The site complied with SOLID design principles. Use of dependency injection allowed additional payment providers to be seamlessly integrated, in spite of many having different control flows. Incorporating a new Payment Service Provider to the application to allow for payments to be made with Indian credit cards.

- Assigned on international trip to India to train and offshore team on use and maintenance of the site.
- Upgraded report site to produce excel files for weekly clearance reports.
- Responsible for monitoring, investigating and resolving any failed or problematic transactions in the live system.
- Overhauled the site's logging system from a flat file to a relational structure, added comprehensive status codes – backdated to all previous transactions. This vastly simplified support work.
- Created a windows-forms based application that allowed transactional logs to be searched for and viewed.
- Produced detailed documentation of the code base and system flow for future owners of the application.

Verifone

January 2014 – Dec 2014 (Contract)

<http://www.verifone.co.uk>

Technologies: ASP MVC 4, MS SQL 2012, Unity, C#, VB, EF

- Re-engineered 2-tier legacy WebForms into a scalable N-tier MVC architecture utilizing SOLID design principles.
- Built custom controller factories and model binders to support flexible payment processing and XML formatting.
- Drafted specifications for Barclays PingIt integration and delivered enhancements to the hardware terminal management system.

Virgin Atlantic Airways

July 2012 – Nov 2013 (Contract)

<http://www.virgin-atlantic.com>

Technologies: WCF, ASP MVC 3, MS SQL 2008, JQuery, SoapUI, C#, SSDT

- Developed and maintained mission-critical WCF services within a Service-Oriented Architecture (SOA) to handle global ancillary flight sales and transaction logging.
- Implemented PCI-compliant logic for a Transaction Management System, utilizing third-party tokenization to secure sensitive payment data.
- Built complex database schemas and stored procedures, using SSDT to ensure high data integrity through automated unit testing.

Paypoint/British Gas

Mar 2012 – July 2012 (Contract)

<https://www.britishgas.co.uk>

Technologies: ASP.net Webforms, MS SQL 2008, JQuery, NHibernate, C#, Nunit

Worked on a small team project for British Gas tasked to modify existing "homevend" microsite - this allows customers to top up their gas or electricity meters cards online, via an attachable dongle.

- Updated payment process to make all card payments 3d-secure. Incorporated Paypoint's payment gateway API for managing financial transactions and activeX controls to interact with dongle.
- Created a AJAX-driven address lookup system, returning the full customer's address based on entered postcode details. Integrated 'QAS' API/webservices to act as data-source.

Euromoney

2011-2012 (Contract)

<http://www.euromoney.com>

Technologies: ASP.net Webforms, MS SQL 2008/2005, WCF, C#, CSS, JavaScript

Euromoney are a FTSE-listed global financial publisher who operate and maintain over 150 websites worldwide.

Worked in a development role taking sole charge of 17 websites using several different frameworks and platforms, predominately ASP.net 4.0, WCF and SQL 2008

- Costed, developed, tested, documented and deployed all small scale site projects/enhancements of up to 30 hours in length.
- Worked on implementing a number of WCF-based, standardised controls across the sites.
- Responsible for monitoring, prioritising and addressing any live site issues in an expeditious manner.

ASOS

2009-2011

<http://www.asos.com>

Technologies: ASP.net, MS SQL 2005, JQuery, C#, VB, CSS, JavaScript

- Developed core e-commerce logic for new delivery and collection services, spanning database schema modifications, middle-tier business logic, and AJAX-driven frontend features.
- Integrated PayPal into the global checkout pipeline using Test-Driven Development (TDD), expanding payment options within the existing DataCash architecture.
- Automated bulk pricing updates by engineering a SQL-based processing system for executive-level seasonal clearance, which became the company's standard procedure for price management.
- Contributed to a high-traffic environment (150k+ daily visitors), delivering features within an Agile/Scrum framework across the full SDLC.