

# Alex Santonastaso

London, UK | +44 7570 280428 | [alex@santonastaso.com](mailto:alex@santonastaso.com) | [GitHub](#) | [santonastaso.tech](http://santonastaso.tech)

## WORK EXPERIENCE

---

### National Careers Service

London, UK

*Careers Advisor/ Administrator*

*Jun 2024 – Present*

- Implemented a **Python bot** to automate administrative tasks, improving efficiency and achieving a **record outcome** in July.
- Delivered **1:1 careers advice** sessions, offering clients information, advice, guidance and CV preparation.
- Managed enquiries, bookings, and scheduling for Functional Skills courses and exams, maintaining smooth service delivery.
- Coordinated careers advice under the National Careers Service, improving client engagement through collaboration with work coaches.
- Maintained records and generated reports to support **data-driven decision-making** and ensuring compliance.
- Developed **strong client relationships**, improving experience and satisfaction through effective follow-up support.

### HDS Consult Srl

Caserta, Italy

*Business Analyst*

*Apr 2023 – Apr 2024*

- Conducted analyses of client needs to develop **tailored software solutions**, improving operational efficiency by 15%.
- Collaborated closely with clients to identify key challenges and propose tailored solutions that improved client satisfaction.
- Utilised **SQL** and **Python** to **analyse data trends**, providing actionable insights for informed strategic decisions.
- **Developed reports and presentations** to effectively communicate key findings and recommendations to stakeholders.
- Assisted in project planning and execution, ensuring timely delivery that aligned with client objectives and expectations.

### Queen Mary University of London

London, UK

*Lab Demonstrator*

*Oct 2023 – Dec 2023*

- **Offered individual support to students**, helping them address challenges and deploy ML pipelines effectively.
- Guided students through all stages of the **machine learning** process, from **data pre-processing** to **model evaluation**.
- **Helped students understand complex machine learning concepts**, simplifying theories into clear insights.

## PROJECTS

---

### Automated Facial Emotion Recognition

- Implemented facial emotion recognition using **GoogLeNet CNN**, achieving **high accuracy** on a deployment dataset and improving the model's capabilities.
- Prepared and pre-processed a FER dataset, including **face detection**, **face alignment**, **data augmentation**, **image duplicates removal**, and trained a second model for **recognising emotions in blurred images**.

### Ethereum Blockchain Data Analysis

- Performed analysis on the raw high volume data of Ethereum blockchain by implementing a set of **Hadoop** and **PySpark** Map/Reduce operations such as aggregation, moving window technique.
- Implemented data visualisation using **Matplotlib** and **Seaborn** to present key insights and trends.

## EDUCATION

---

### Queen Mary University of London

London, UK

*Master of Science in Big Data Science with Machine Learning Systems, Distinction*

*Jan 2022 - Jan 2023*

Relevant Coursework: Machine Learning & Deep Learning, Big Data Processing, Cloud Computing, Data Mining

### University of Westminster

London, UK

*Bachelor of Science in Computer Science, First Class Honours*

*Sep 2018 - Sep 2021*

## SKILLS

---

**Programming:** Python, Java, C#, SQL

**Tools & Frameworks:** NumPy, Pandas, Pytorch, Tensorflow, Hadoop, Spark, matplotlib, scikit-learn, AWS

**Interpersonal Skills:** Problem Solving, Client Engagement, Effective Communication, Bilingual in English and Italian