

SAM POTTS

APPLICATION SUPPORT ENGINEER | DYNAMICS 365 | INTEGRATION & AUTOMATION

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PROFESSIONAL SUMMARY

Technical Support Engineer with 4+ years supporting enterprise software across UAT, test, and production environments. Experience with Dynamics 365 integrations, Azure environments, and diagnosing system-level issues for global clients. Strong background in troubleshooting, scripting, and process improvement, with additional hands-on development in .NET and Python building internal tools and small business applications.

TECHNICAL SKILLS

Business Applications & Platforms

Dynamics 365, Azure Virtual Machines, Windows Server

Languages

C#, Python, PowerShell, JavaScript

Frameworks & Development

.NET, Blazor, ASP.NET, WPF, WinForms, FastAPI

Support & Delivery Tools

Postman, Jira, Freshdesk, Deskpro, GitHub, Visual Studio

Technical Methods

API troubleshooting, systems debugging, integration support, unit testing, MVVM, OOP, Agile/Scrum

WORK EXPERIENCE

Technical Support Engineer

Formpipe | May 2024 – Feb 2025

- Supported global enterprise clients (Mitsubishi, Rolex, Santander, Metro Bank) across production, test, and UAT environments
- Diagnosed system, server, and connectivity issues using Postman, netstat, and telnet
- Contributed to Dynamics 365 integration work, assisting in automation of manual processes
- Developed scripts and documentation to improve operational efficiency and reduce support workload

Junior QA Engineer

Formpipe | Jan 2024 – Apr 2024

- Created and executed manual test cases to improve product test coverage
- Reported defects with clear technical detail, supporting efficient resolution by developers
- Validated fixes and approved updates for release

Support Engineer

Formpipe | Jul 2021 – Jan 2024

- Provided technical support across UAT, test, and production environments
- Built and used Azure virtual machines to replicate and diagnose customer issues
- Worked within SLA-driven support processes using Freshdesk, Deskpro, Jira, and Dynamics 365

Junior Delivery Engineer

Formpipe | May 2021 – Jul 2021

- Provided technical support across UAT, test, and production environments
- Built and used Azure virtual machines to replicate and diagnose customer issues
- Worked within SLA-driven support processes using Freshdesk, Deskpro, Jira, and Dynamics 365

UI Software Developer Intern

AVEVA | May 2019 – Jul 2019

- Built UI dashboard prototypes using C#, WPF, C++, and DevExpress
- Worked within an Agile team, contributing to product development discussions

SELECTED PROJECTS

Blazor Ordering Platform

Reusable ordering platform for independent takeaway businesses, designed to support direct orders and delivery workflows without reliance on third-party ordering platforms.

Stack: Blazor, ASP.NET Core

Inventory Management System

Internal stock management system for a wholesaler to monitor inbound and outbound stock levels and improve operational oversight.

Stack: .NET, SQL

AI Prototyping (Formpipe)

Python-based prototypes built to evaluate AI functionality and potential product integration opportunities in a commercial software environment.

Stack: Python

EDUCATION

BSc (Hons) Technology – 2:1

Anglia Ruskin University | 2016 – 2020

OTHER

References available on request