



Fraser Miller

Contact

Email

me@fraser-miller.com

Phone

+44 7312876096

About

As a graduate of the University of Edinburgh with a degree in Computer Science, my academic and professional journey has been driven by a profound interest in the ever-evolving fields of security, cloud computing, and artificial intelligence. My approach blends academic knowledge with practical applications, focusing on developing secure, efficient, and intelligent technology solutions. I am committed to harnessing these technologies to address complex issues and push the envelope of innovation.

Profiles

LinkedIn

[fraser-miller-9bb1847b](#)

GitHub

[fraser166](#)

Work

FRM Technology Ltd

July 2020 – Present

AI-First Support Solution Developer

Led a software consultancy firm specializing in AI-driven solutions and AWS infrastructure

Highlights

- Designed, deployed, and maintained scalable and secure code and infrastructure in AWS using Infrastructure as Code (IaC) techniques to streamline and automate support processes
- Developed pioneering AI-driven support solutions using large language models (LLMs), automating over 50% of customer inquiries with no human intervention needed
- Maintained and debugged a wide variety of software products, adeptly handling complex technical issues across different programming languages
- Collaborated effectively with both internal and external stakeholders to align technology solutions with business objectives and user needs

Menzies Aviation

November 2018 – April 2020

Skills

Software Development

- Node.js
- Python
- Java
- Laravel
- Django

DevOps

- Jenkins
- GitLab
- GitHub Actions
- Terraform
- Ansible

Cloud Computing

- AWS
- Azure
- GCP
- Kubernetes
- Docker

Database Management

- MySQL
- PostgreSQL
- MongoDB
- Redis
- Elasticsearch

Education

University of Edinburgh

November 2013 – May 2018

🎓 **Computer Science**
BSc

Certificates

Certified Solutions Architect - Associate

December 2023 – December 2026

by AWS

Credential ID [10JSGLHBYJQ4QGW6](#)

Projects

Octopus Pricing Dashboard

– Now

Highlights

<https://octopus.frmtechnology.com>

- Engineered a fully serverless architecture to ensure cost-effectiveness within the AWS free tier
- Implemented a Lambda function to fetch daily pricing data and used DynamoDB for efficient data storage and retrieval
- Utilized CloudFront and S3 to serve the dashboard content, ensuring high availability and low latency for users
- Integrated with the Simple Email Service (SES) to send customized email alerts based on user-defined thresholds for price changes

- Designed an automated workflow with AWS Step Functions to handle decision-making processes and interact with external pricing APIs effectively

Languages

English
Native speaker

References

Available on request

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