Zak Plumridge

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Profile

Computer Science graduate (First Class Honours) with an MSc in Data Science (Distinction) and hands-on experience building and deploying data-driven applications. At Shared Voice, I designed and delivered two platforms involving databases, APIs, process automation and CRM integration, taking them from business requirements to deployment and maintenance. I combine Python, SQL and software development with practical experience of stakeholder needs and operational delivery.

Skills

Data and Analytics: Python, SQL, Excel, data cleaning, CRM data quality and reporting; machine learning and statistical analysis.

Software and Tools: React, FastAPI, PostgreSQL, Git, GitHub, REST APIs, Vercel and Railway.

Product and Delivery: Requirements gathering, workflow design, API integration, deployment, maintenance and user training.

Business and Operations: Process improvement, KPI monitoring, stakeholder communication and team management.

Professional experience

Shared Voice | Community engagement and planning research

Account Manager: Operations | Nov 2025 - Nov 2026

- Designed and built Project Indy, turning approximately 14,000 supporter records into a platform for internal and external use, providing location-specific insight to inform community engagement and development proposals.
- Identified errors in HubSpot CRM records through Project Indy and carried out substantial data cleaning to improve supporter-data quality.
- Developed Project Radar to automate planning-application research; the platform monitors approximately 2,500 applications and transfers qualified leads to HubSpot for follow-up.
- Delivered both applications from requirements and data workflows through development, deployment, ongoing maintenance and staff training.
- Developed the Work and Impact website to showcase Shared Voice campaigns and completed projects.

Senior Operations Support | Dec 2024 - Nov 2025

- Managed an engagement team of up to 12, allocating campaigns, monitoring performance and tracking KPIs.
- Handled the full employee lifecycle: advertised vacancies, screened candidates, conducted interviews, onboarded and trained staff, managed performance and handled offboarding.
- Set up campaigns for call-centre delivery and trained staff on company systems and processes.

Quality Assurance Officer | Jun 2022 - Dec 2024

- Reviewed supporter calls for quality and compliance, supporting accurate records and consistent submission processes.

Market Researcher | Oct 2021 - May 2022

- Conducted telephone research to gather residents' views on local development proposals.

Education

MSc Data Science | Sep 2025 - Aug 2026

University of Sussex | Distinction

- Dissertation (84%): Inferring spatial distribution of massive dark-matter halos from simulated 21 cm observations.
- Developed a Bayesian U-Net model to infer the spatial distribution of dark-matter halos from simulated astronomical observations.
- Selected study: Machine Learning, Data Analysis Techniques, Natural Language Processing and Network Science.

BSc Computer Science | Sep 2021 - Jun 2024

Goldsmiths, University of London | First Class Honours

- Selected study: Machine Learning, Data Mining, Neural Networks, Databases and Algorithms.

Earlier employment

Senior Energy Consultant | Feb 2021 - Sep 2021

eBuddy365 | Brighton

- Helped customers compare utility options; held company records for sales in a day, week and month.

Energy Broker | Feb 2020 - Sep 2020

Monster Group | Wellington, New Zealand

- Advised customers on energy services and received a Brand Ambassador award for telephone representation.

Senior Customer Accounts Manager | Feb 2018 - Aug 2019

Zinc Group | Stratford-upon-Avon

- Managed customer accounts in a regulated debt collection environment; promoted to Senior following strong audit results and performance against targets.