

THOMAS PERCIVAL

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MSc Artificial Intelligence (Distinction). Backend-leaning engineer with 2+ years building production automation and REST API integrations. Strong Python and data handling (APIs, ingestion, processing, reporting), with hands-on NLP model fine-tuning, evaluation, and packaging into a user-facing browser extension.

EDUCATION

University of Hull , <i>Master of Science - Artificial Intelligence (Distinction)</i>	01/2024 – 01/2026 Hull, United Kingdom
University of Portsmouth , <i>Bachelor of Science - Computer Science</i>	09/2019 – 08/2022 Portsmouth, United Kingdom

TECHNICAL SKILLS

Languages	ML/NLP	Backend & APIs	Automation & Data
Python, JavaScript, PowerShell, SQL, Bash.	Transformers, text classification, tokenisation, fine-tuning, evaluation, TensorFlow, HuggingFace	REST, HTTP, OAuth2, JSON/XML, Flask, FastAPI	Requests, Pandas, NumPy, Selenium
Platforms Microsoft 365 (Azure AD, Exchange Online, Intune), ServiceNow	Engineering Git/GitHub, Docker, GitHub Actions, PyTest, VS Code		

PROJECTS

- Aletheia, AI Content Detection Extension (MSc Dissertation)** [🔗](#), *Python, HuggingFace/TensorFlow, JavaScript*
- Fine-tuned DistilBERT for AI-generated text detection on a ~150k sample dataset using an 80/10/10 train/val/test split.
 - Ran extensive experiments and documented results in a comparative table (model and preprocessing variants, hyperparameters, and error analysis).
 - Achieved 99% accuracy on internal held-out test set and 51% accuracy on HC3, documenting domain shift and generalisation limits.
 - Built an inference pipeline and integrated it into a browser extension UI to flag likely AI-generated text during browsing.
 - Dockerised the training/testing environment (Python 3.8) to ensure reproducibility and dependency stability; added tests for preprocessing and core detection logic.
- Asset Management Tool (Python Desktop App)**, *Python, Tkinter, PyInstaller*
- Built a desktop tool to unify asset data from Jamf, Intune and CUCM into a single searchable view.
 - Implemented ingestion, normalisation and deduplication to reconcile inconsistent identifiers and schema differences.
 - Shipped as a standalone executable (PyInstaller) to enable adoption by non-technical users.

EXPERIENCE

- Creative Artists Agency**, *Regional Office Support Analyst* 07/2024 – Present
- Built an automated reporting suite (Python, PowerShell) integrating ServiceNow and Intune REST APIs to consolidate asset and ticket data across a 500+ user/device environment into near real-time reporting.
 - Automated M365/Azure AD user lifecycle workflows (provisioning/deprovisioning), saving ~10 hours/week and reducing manual data-entry errors.
 - Developed proactive Exchange Online maintenance scripts to detect mailbox/storage anomalies early and prevent operational lockouts.
 - Acted as escalation for higher-severity issues (20+ tickets/day overall), focusing on root-cause analysis and permanent fixes through automation.
- Black Sun Global**, *Junior Desktop Support Analyst* 06/2023 – 06/2024
- Developed Python automation to extract and transform asset and ticketing data into automated SLA compliance dashboards for a 100+ user/device environment.
 - Built scripts to aggregate cost-management data from multiple systems into a unified dataset supporting IT budget planning and reporting.
- Radius Payment Solutions**, *Technical Specialist* 08/2022 – 05/2023
- Built a reusable library of Python and PowerShell scripts to automate security compliance checks, reducing manual audit effort by ~20% across a 100+ device environment.
 - Automated endpoint maintenance and patching workflows to reduce manual operational overhead and improve consistency across the Windows estate (20+ tickets/day overall workload).