James Coates

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EDUCATION

University of New South Wales **Sydney, NSW**
Bachelor of Science (Computer Science, Security Engineering), Minor in Finance *February 2025 – Exp. October 2027*
- UNSW Artificial Intelligence Society, Events Portfolio. Computer Science Engineering Society & Security Society.

National Computer Science School (NCSS) **Various locations within Sydney**
Cyber security, student leader program *January 2023*
- Led a team of 15 through a 10-day intensive program of security challenges and real-world vulnerability testing.

WORK EXPERIENCE

BCR (Bacera Co Pty Ltd) **Sydney, NSW**
Financial Sales Intern *September 2026 – Present (Exp. October 2026)*
- Focusing on targeted lead generation and increasing new active account sign-ups, drove client acquisition strategies within the financial sales team.
- Executed client outreach strategies, tracking engagement through enterprise CRM systems.
- Completed advanced CFD training exercises, gained hands-on trading experience.
- Composing detailed market analysis reports through synthesising complex economic data, conducting targeted market research to prepare market outlook reports and client presentations.

Lanrex **Sydney, NSW**
Technician *October 2025 – Present*
- Built an automated feedback triage pipeline using GPT-5 with structured JSON outputs to return consistent, reliable classifications, populating a SharePoint register and granting access to the relevant users and groups.
- Designed and implemented multiple inter-business workflows across the Microsoft 365 suite using Power Automate.
- Administered remote management and implemented cybersecurity protections for client environments utilising N-able.
- Imaged, configured and deployed of hundreds of devices for enterprise clients using the Microsoft Deployment Toolkit (MDT), maintaining asset inventories and lifecycle records.

eBay e-Commerce Store Owner **Sydney, NSW**
Owner/Operator *January 2020 – Present*
- Currently manage an independent e-commerce business, selling and repairing over 400 computers and mobile phones.
- Held a 100% positive feedback ratio across 200+ reviews, with 28% of customers returning to purchase again.

The Anglican Schools Corporation **Sydney, NSW**
ICT & Audio-Visual Technician *December 2024 – January 2025 & July – October 2025*
- Developed a streamlined device deployment strategy, resulting in more than 550 personal computers being deployed.
- Supported IT operations through system upgrades, software installations, and network configurations.

PROJECTS

More details and further projects on my GitHub or my site, coatesy.au

Home Infrastructure Lab
- Designed and operate a rack-mounted lab: a UniFi-managed network with 802.1Q VLAN segmentation and a point-to-point wireless backhaul between buildings; solved cross-VLAN IoT control locally with no cloud relay.
- Run a TrueNAS ZFS node (Xeon, 128 GB ECC, IPMI) with scheduled rsync mirrors and ZFS snapshot retention.

Connectivity Monitor – Cross-platform network monitoring tool github.com/nexuspcs/ConnectivityMonitor
- Built a real-time latency and packet-loss monitor in three parallel implementations (Python, PowerShell, Bash) with a built-in web server, live dashboard and JSON API.
- Added automated fault localisation across gateway, ISP and DNS, with health scoring and traceroute-on-drop diagnostics.

Apollo – Tutoring marketplace platform *In development*
- Building a two-sided marketplace connecting tutors and students on a Supabase backend, covering authentication, relational data modelling and access control policies.

LEADERSHIP EXPERIENCE

Duke of Edinburgh Gold Award **Various locations within Sydney**
Award participant and highest-level achiever *February 2021 – March 2024*
- Provided over 100 hours of technical assistance and volunteer support to local charities, including One Meal.