

Tyler

Trainee Software Engineer

What qualification will you have by the end of your apprenticeship?

I will have a BSc in Digital & Technology Solutions awarded by the University of Roehampton with the option to take on another year to gain a Master's afterward.

What does your job involve?

I am a Trainee Software Engineer within the Innovation team. I work on a mixture of front end and back end development using a mixture of languages like React, JS, Node and AWS. Being a part of the Innovation team means I have had the opportunity to have input on numerous different projects like implementing a WebChat system on the Provident Insurance website. This uses IBM Watson to be able to interpret intents in messages from customers and make an attempt to answer FAQ questions in the chat. This will then ease some of the workload from the call centre agents from simple questions which take up time when it can be used more effectively.

What are you most looking forward to in your role?

I am looking forward to finishing my apprenticeship and gaining my degree qualification and further progress my career here at Covéa. I am always eager to enhance my skills and get involved with new pieces of work and hope to have more opportunities to continue this in the future.

