

Nathan Coulthurst

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Leeds — Open to Remote

Profile

Technical Support Engineer with a Computer Security degree and a strong track record of building Python automation tools that solve real operational problems. Currently Tier 2 support at Eskens Tinting Solutions, where I have automated workflows, built internal tooling, and maintained web infrastructure independently. Outside of work I have independently built a full AI-powered video production pipeline using Python, Flask, LLM APIs, and programmatic video rendering — demonstrating hands-on capability with the kind of AI integration and automation engineering I am looking to move into full time.

Personal Project — AI Video Production Engine

- ▶ Built a full end-to-end AI pipeline in Python (Flask) that takes a video title as input and automates the production of a YouTube documentary style video
- ▶ Orchestrates multiple LLMs sequentially (Groq Llama 70B, Google Gemini 2.5) — each agent has a distinct role: research, scripting, narration cleaning, graphics dispatch, production output
- ▶ Integrates ElevenLabs TTS for AI voiceover; pulls live football stats via API (xG, lineups, standings)
- ▶ Built a React/TypeScript video timeline editor with Premiere Pro-style time-based layout — allows the user to edit any part of the produced video
- ▶ Programmatic video rendering via Remotion across 20+ animated graphic composition types driven by live data props

Experience

Technical Support / IT Systems Engineer | Eskens Tinting Solutions

Dec 2024 – Present

- ▶ Promoted from Helpdesk to Tier 2 Technical Support within 8 months based on performance
- ▶ Provide second-line support across 100+ national retail sites (B&Q, PPG, Farrow & Ball) via Citrix and Azure AD
- ▶ Built a Python automation tool that synced engineer calendars with Excel service logs — eliminating ~5 hours per week of manual admin
- ▶ Independently built and maintain the company Shopify store (eskensonline.com) including custom JavaScript and page design
- ▶ Build and configure Windows PCs including GPOs, patch management, and specialist paint dispenser software and databases
- ▶ Troubleshoot CRM and system issues; act as escalation point for hardware, software, and infrastructure problems across the business

Education

BSc (Hons) Computer Security — 2:1

Liverpool John Moores University

Technical Skills

Automation & AI

Python	Flask / FastAPI	LLM Orchestration	REST APIs	ElevenLabs TTS	Prompt Engineering
React / TypeScript	Remotion	ffmpeg	JSON / Postman	Web Scraping	Git / GitHub

Infrastructure & Platforms

Azure AD / Entra	Citrix	WSL2 / Linux CLI	Windows Build	Shopify (JS)	CRM Admin
Network Diagnostics	IAM / Access Mgmt	Webhooks	OSINT	Postman	Microsoft Office