HELEN WESTCOTT

Job: Senior AI Application Developer

Company: BrightMast

Level Global is at the leading edge of a wave of AI-enabled technology that is sweeping the globe. At Level my area of expertise is business rules. I program rules into rules engines so the process of human decision making can be simulated in our applications. I am also a business analyst which means I help our customers express what they need and make sure this is communicated to the technical teams so we can deliver something they will love!

Logical	Driven	Creative

The skills I use most in my job... Business Rule Modelling - Programming rules engines to simulate human decision making.

• Business Analysis - Talking to the customer, eliciting what they really need from a solution and making sure that it is delivered to them on time and in budget.

• Architecture and Design - I get involved in the design and architecture of the solution to make sure we meet customer needs in the best possible way.

• Problem Solving - Most of my role is about solving problems.

• Customer Relations - A big part of my role is about developing a great relationship with our customers.

The most interesting thing I've worked on in my career so far...I recently worked on a really cool solution for HR that helps managers to support employees who are off work sick. It simulates human decision making and based on information about the employee, guides and prompts the manager to give the best possible support for the individual's situation based on company policies.

What inspired me into digital and tech...I worked for the Civil Service and I took the opportunity to join an IT Transformation programme as a Subject Matter Expert. I worked closely with some amazing Business Analysts (BAs). That was the first time in my career when I truly knew that being paid for what I loved doing was an option. It was clear to me that I had the skill set required to be a great BA (thanks to philosophy) with the right training, and I was supported by my employer to achieve that. Working as a BA, I was exposed to many technical roles and technology. The one that really captured me was my now beloved rules engine. I began to study in my spare time, and as part of my development at work, to specialise in Business Rules Management Systems.

My educational background is... My Bachelors and Masters degrees are in Philosophy. It seems unrelated to a technical role but the analysis and problem solving skills I gained, as well as an in depth knowledge of formal logic, have given me the skills I need to excel in my current role.

What advice I'd give to girls thinking about a career in digital and tech... Don't limit yourself! If your favourite subject is English Literature right now, that doesn't mean a future in technology isn't for you. Study and spend time doing what you love and really think about how you can apply the skills you have picked up rather than just the knowledge. Take opportunities to try new things, and when you see something you like, follow the path to get nearer to it. Working in tech isn't just about coding. It's about deep understanding of problems, and being creative within constraints to solve them. Delivering a great solution for a customer involves so many people with different skills, creativity, enthusiasm and passion for what they do. There will be a place for you to use your best skills and make a contribution that you can be proud of.