

JAMES COATES

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London

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PROFESSIONAL SUMMARY

Software engineer and technology leader with experience spanning healthcare, fintech, and consultancy. Skilled in C#, .NET, Python, TypeScript, Vue.js, Azure, SQL, and LLM integration, with a track record of combining technical execution, product leadership, and stakeholder collaboration to deliver measurable impact.

WORK HISTORY

Chief Technical Officer | Sentra Health - London

10/2023 - current

Sentra is a healthtech start-up transforming the transition of elderly care in the U.S., a \$400B+ sector constrained by outdated systems and inefficient workflows. The platform automates clinical review for Skilled Nursing Facilities (SNFs), streamlining referrals and reducing cognitive load for clinicians. I joined as Founding Engineer and later CTO, and led the product from inception through MVP, successful pilots, and market launch.

- Mission-driven product leadership: Built an AI-powered platform to transform post-acute referral management, addressing inefficiencies in SNF admissions where delays, errors, and fragmented workflows directly impacted patient outcomes.
- Product ownership: Led the product journey from discovery (embedding in the SNF industry to map admissions workflows) through MVP launch, successful initial pilots, and full roadmap execution as we went to market.
- Technical leadership: Delivered the platform as both a sole developer and leading a small engineering team, overseeing product architecture, technical direction, and customer-driven iteration.
- Impact: Reduced average referral review time from ~30 minutes to 3 minutes, increased facility census by ~5% on average (a significant gain in this industry), directly delivered tens of thousands of dollars in monthly savings per client facility by flagging high-cost medications, enabled admissions teams to reduce staffing needs by up to 50% through workflow efficiency gains.
- LLM-powered automation: Integrated foundational Large Language Models (LLMs) to automate referral reviews, developing a robust testing strategy to stabilise non-deterministic LLM outputs, and an architecture designed to anticipate rapid advances in LLM economics and capacity.
- Security & compliance: Directed and achieved both HIPAA compliance and SOC 2 Type II certification, ensuring enterprise-grade security and trustworthiness.

Software Engineer | DrDoctor - London

01/2023 - 10/2023

DrDoctor is a healthtech company partnering with the NHS to digitise patient communication and outpatient management. As a Software Engineer, I worked within a cross-functional squad to deliver products that improved patient engagement and hospital efficiency.

- Product development: Developed patient list management and digital patient-initiated follow-up (PIFU) products, enabling hospitals to manage demand more effectively, reduce unnecessary appointments, and improve patient autonomy in their care.

- System modernisation: Led the migration of the team's codebase from a legacy monolith into a microservice and micro-frontend architecture, improving scalability and maintainability.
- Engineering quality: Drove the engineering-wide rollout of automated visual testing, safeguarding products against regressions and strengthening release confidence.

Software Engineer | Sinara Consultants - London

09/2021 - 01/2023

Sinara Consultants is a software consultancy building bespoke trading, market data, and risk management systems for global financial institutions. I worked on the company's flagship Trading & Lifecycle Control (TLC) platform, a modular system used by brokers and exchanges to manage trading workflows, market data, and regulatory compliance.

- Platform development: Built and enhanced features within the TLC trading platform, focusing on order management and market data modules.
- Data visualisation: Led the design and implementation of interactive financial charts and dashboards using D3.js.

Software Consultant | Waterstons - Durham

07/2019 - 09/2020

Waterstons is an IT and business consultancy, delivering bespoke software solutions and digital transformation projects across industries. As a Software Consultant, I worked with clients to design and implement tailored applications, contributing to projects that improved business efficiency and supported strategic growth.

SKILLS

- Languages & Frameworks: C#, .NET, Python, TypeScript, Vue.js
- Cloud & Infrastructure: Azure, CI/CD (GitHub Actions, Azure DevOps), Docker
- Databases: PostgreSQL, Azure SQL
- AI & Automation: LLM integration, RPA
- Testing & Quality: Storybook, Pytest, Cypress, xUnit, NUnit, Vitest, Testcontainers

EDUCATION

Newcastle University

Bachelor of Science: Computer Science - First Class Honours