Gordon Rudman

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Enthusiastic leader with more than two decades of experience in the software industry - covering many diverse roles, technologies and problem domains. Has a strategic and entrepreneurial mind-set with a strong customer and quality focus. Expert in managing the creation of world-class software systems, platforms and teams. Greatly enjoys IoT, game development and solving complex problems, but is also excited to explore other opportunities, in particular broadening Product Management and Strategic experience. Excels at delivering Greenfield projects in innovative, autonomous environments. Proven track record of delivering large-scale, complex products to market. Passionate, creative and forward-thinking leader.

SUMMARY

- Extensive experience managing technical teams and projects.
- Excellent communication skills (can understand, simplify & explain things from both a business and technical point of view).
- Excellent understanding of scalable software architectures (large scale, high volume, low latency, Cloud and SaaS solutions).
- Able to solve problems with the right mix of creativity and pragmatism. Solves the right problems, in the right way.
- Significant experience recruiting/interviewing top talent (Software Architects, Quality Leads, Senior Software Engineers).
- Driven to create better software products following a data-driven approach, using lean and agile methods.
- Has led and mentored many software engineers, testers and DBAs from very diverse cultural backgrounds and skillsets.
- Excellent technical and people leadership skills with ability to coordinate, motivate and unify teams.

CAREER ACHIEVEMENTS

- 40+ major projects (40 successful, 1 delayed, 3 in progress).
- Guided a startup to maturity through a high growth phase – People, Process and Product.
- Turned around a Group IT software department from the point of collapse.
- Rescued a strategic (5-year-old) project from being abandoned – it later became an important tool for acquiring new users.
- Developed the architecture for numerous complex systems from scratch, as well as expanding on existing architectures.
- Redesigned multiple systems (critical to business), increasing their performance by orders of magnitude.
- Introduced best practices, standards and processes - Instilling cultures of quality, craftsmanship and automation.
- Drove the adoption of DevOps and zero-downtime deployments. Deploying to Production multiple times per day.
- Designed and built very high throughput SaaS Platforms that directly resulted in >10% increase in revenue (millions of $).
- Designed the platform that became the catalyst for modernizing a company's entire suite of products.
- Drove change in development processes (from Scrum to Kanban) and achieved a 4x improvement in agility / cycle-time
- Undertook several successful entrepreneurial ventures.

STRENGTHS / AREAS OF EXPERTISE

- Leadership
- Recruiting
- Negotiation
- Risk mitigation
- Mentoring & coaching

- Software architecture
- Data architecture
- Process improvements
- Agile (Kanban + Scrum + XP)
- Creating product specifications

- Architecting for Cloud (Azure & AWS).
- CI/CD. Continuous Delivery. DevOps
- Microservices, APIs, Database design, Web, Embedded devices (Arduino)
- Greenfield PoCs, MVPs & new products

INDUSTRIES

- API management
- IoT (Internet of Things)
- E-commerce

- Call centre management
- Online gaming
- Fintech, Investing & Day trading

- Securities exchange
- Bespoke software development
- Industrial robotics & Embedded devices

EXPERIENCE

Axway. Ireland   2018-2019
Senior Engineering Manager:
- Simultaneously managed software engineering teams for 2 different product lines:
    - AMPLIFY Central (Next generation HIP [Hybrid Integration Platform] for API and Microservice management).
    - API Builder (Web based visual design tool that creates complete Microservices & APIs).
- Managed the supporting content team (docs/videos/etc.) for multiple products (API Central, API Gateway, API Manager).
- Program manager for inter-departmental (AMPLIFY Central -> Platform) user management uplift project.
- Interviewed numerous Software Architects, Senior Software Engineers and QA lead, to grow the Dublin branch.
- Drove multiple initiatives to speed up the software development process.
- Introduced Kanban, to improve quality & speed-up development. Achieved 4x improvement in agility / cycle-time.

Self-employed   2017 – 2018
Day Trader
- Self-taught Day Trading and Technical Analysis. Also learnt about Cryptocurrencies and how Blockchains work.
- Successfully conducted Fundamental and Technical Analysis to Day trade and Swing trade.

Asavie Technologies. Ireland   2016 - 2017
Senior Software Architect & Software Development Manager (concurrent roles)
- Managed the E-commerce/Platform team (Recruitment, mentoring, goal setting / KPIs, conflict resolution, team building).
- Acting Product Manager for the Platform/Foundation services like Identify Management/SSO.
- Interviewed many engineers and testers to grow the engineering department.
- Defined the processes, interactions and architecture for the E-commerce platform (www.iSimplyConnect.com).
- Responsible for running the E-commerce and Platform production environments.
- Setup LiveOps/DevOps and Continuous Deployments for multiple projects.
- Introduced the company to full ALM (Application Life-cycle Management).
- Primary VSTS (Azure DevOps) Account Owner/Administrator for the company.
- Worked on multiple Proof of Concepts and product definitions.
- Steering committee member: Unified 3rd party communication tools across the entire organisation within 2 months.
- Researched Cloud technologies (Azure and AWS), and built the E-commerce platform and other products using them.

Aspect Software. Ireland   2012 – 2015
Principal Software Engineer & ScrumMaster (R&D) (concurrent roles)
- Led multinational R&D teams (Ireland, USA, China and India), conducting research projects and building prototypes.
- Tested technologies and performed benchmarks related to Messaging, Complex Event Processing and Real-time Reporting.

Alexander Forbes Group Holdings. South Africa   2010 – 2012
Senior Systems Analyst & Software Engineer (concurrent roles)
- Onsite customer engagement, requirements gathering and stakeholder management. Defined the Why, What and How.
- Collaborated with the leaders of multiple departments to create a system which automatically prints, and seals, thousands of personalised insurance claim letters each month. This system replaced the need for an entire department.
- Redesigned key backend system, achieving 50x increase in performance.
- UI expert covering multiple projects.

Paycorp Group. South Africa   2009 - 2010

Head of Software Engineering & Enterprise Architect (Group IT) (concurrent roles)   Promoted 2009

- Reported to the CTO and worked directly with the Managing Directors of the 5 different group businesses.
- Performed dual roles as Head of Software Engineering and Enterprise Architect.
- Led the entire Software Development function for the group of businesses.
- Transformed the culture and corrected significant pre-existing issues.
- Instilled a culture of quality and craftsmanship.
- Reversed staff attrition, bringing it down to zero.
- Restructured the entire software development process.
- Was actively involved in recruiting and interviewing all new staff members.
- Trained, mentored and coached staff. Dealt with issues impeding their performance.
- Prepared the group companies for their first PCI-DSS audit.
- Eliminated many security and process issues, resulting in PCI-DSS accreditation and new business.
- Set up fraud prevention mechanisms, audit trails and encrypted communications (for PCI-DSS).
- Coordinated a B2B initiative, on-boarding a major bank (Santam) as a new partner.
- Guided the architecture and design of all software systems.
- Improved the performance of numerous key business systems by 100x, by redesigning their databases.
- Defined software design guidelines and standards for the organisation.

Team Lead (Group IT):   2009

- Led and mentored engineers from very diverse cultural backgrounds and skillsets.
- Performed essential data recovery operations that allowed ATM solutions to remain in business after a SQL database failure
- Corrected crippling flaws in vital business systems, enabling accurate interbank settlements.
- Initiated and executed a coordinated plan to eliminate the root cause(s) of defects affecting thousands of account balances.
- ATM communicator: Created new software system that eliminated the need for expensive 3rd party software and hardware.

Derivco/Microgaming. South Africa   2006 – 2009

Team Lead (Real-time reporting system)   Promoted 2008

- Managed the creation of a web-based real-time reporting system, integrating it into the PCM platform.
- Managed staff KPIs, mapped and tracked team deliverables and defined the product architecture.
- Key member of special task force to rescue a strategic 5-year-old project. Improved performance of Affiliate Marketing System by many orders of magnitude, increasing its capability from hundreds of players to tens of millions.

Software Developer & ScrumMaster (concurrent roles)   Promoted 2007

- Player Communication Manager [PCM]: High throughput SaaS Call Centre Management Platform, enabling hundreds of online casinos to communicate with millions of players. Directly resulted in >10% increase in revenue (millions of dollars).
- Player Tracker: Real-time tracking of millions of players, as they moved through hundreds of different games and systems.
- Localization system: Standardized and simplified translation and globalization work, significantly reducing translation costs.
- Learnt Flash as a pet project and built PCM Health Monitor. It provides real-time, interactive status monitoring for the numerous PCM servers, databases and software components. Resulted in early fault-detection, as well as much quicker recovery times, thus improving uptime.

Software Developer   2006

- Constructed a loyalty management platform for 400+ online casinos, increasing their player retention and revenue.
- Upgraded the core banking system to support multiple currencies and languages, in anticipation of new industry-inhibiting legislation (which would result in the loss of all US customers), thereby allowing Microgaming to pivot to (and capture) new international markets like Asia.

Securities and Trading Technologies. South Africa   2005 – 2006
Technical lead (Platform)
- Reported directly to the Technical Director.
- Architect for the next generation platform for application development, which was used by all new products.
  - Created and conducted training courses and presentations about the new platform, and C# .Net
- Conceived of and built a (plugin based) automated application delivery system (a few years ahead of MS ClickOnce).
- Designed the low-level TCP protocols for the (STT/Accenture) Johannesburg Stock Exchange trading engine project.

Entrepreneur   1992 – 2004

- Age 19: Created robotics software for Ford and Mazda - Automated the entire South African phosphate plant.
- Age 14 to 18: Built bespoke software systems and websites for numerous businesses.
- Age 11 to 12: Ran a model toy factory (with 3 employees).
  - Designed, manufactured and sold functional metal canons (that used fireworks as ammunition).
- Age 9: Self-taught software development from books and magazines, and created games and farm management software.

OTHER LEADERSHIP ROLES
- Rugby Coach (4 years)
- CoderDojo Teacher / Mentor (Electronics and Software)
- Rugby Captain (2 years)
- Chess Coach (2 years)

EDUCATION & TRAINING

Formal education

BSc IT/Computer Science: Software Engineering Stream   University of South Africa   2002 – 2007
- First class honours equivalent (while working fulltime)   & University of Pretoria
- Majors: Artificial Intelligence, Advanced Programming, Advanced Systems Development, Operating System and
Architecture, Database Design and Implementation, Usability (UX/ HCI), Principles of Databases, Project Management

Secondary school   Pretoria Boys' High   1996 - 2000
- South African Junior Chess Championship winner 1998 (after 3 years of dedicated training)
- National Science Expo: Gold medal winner 1998 & Bronze medal winner 1999
- Higher grade: Computer Science (Distinction), Mathematics, Science, Business Economics, English, Geography, Afrikaans

Professional training courses

Advanced Distributed System Design (DDD and SOA), TOGAF, Agile, Certified ScrumMaster(CSM:186127), Software Patterns and Best Practices, Optimizing SQL, Building Rich Internet Applications, .Net 4.0, Financial payments and transaction routing, COM+, Numerous other courses.

Self-study (Thousands of hours of training over hundreds of courses through MIT, Stanford, Pluralsight, Coursera, etc.)

Leadership, Management, Software Architecture, Cloud computing (Azure, AWS), Cyber Security, Game Design and Development, Mobile development, Databases, Networking, Web development, Business, Electronics, Photography, 3D printing, Entrepreneurship, Stock trading and Technical Analysis, Electronics, Numerous other courses.

PERSONAL INTERESTS

Internet of Things (IoT, Robotics, Electronics, Arduino), Photography, 3D Printing, Game Development, Artificial Intelligence (AI), Technical Analysis & Algorithmic Trading, Mentoring and Teaching, Engineering, UX, Squash, Archery, Learning as much as possible.

REFERENCES

Please see LinkedIn profile (www.linkedin.com/in/gordonrudman)

COMPANY PROFILES

Axway
Description: Publicly listed multinational company. 1700 employees worldwide. €300 million in Revenue (FY 2017)
Products: API Central | API Builder
Tech (purely managed): SaaS, APIs, Microservices, Java, Kubernetes, Docker, DevOps (Jenkins, Gitlab), NodeJS, ReactJS, Golang

Asavie
Description: High growth Startup. 120 employees. €19 million in Revenue (FY 2016). Provides software to create secure private IP networks for IoT and Enterprise Mobility Management
Projects: E-commerce Platform with AWS Storefront integration | (AsavieID / SSO / Foundation Services) | iSimplyConnect | PoCs
Tech (Hands-on): SaaS, Cloud (Azure and AWS), E-Commerce, Microservices, ServiceFabric, C# .Net, C, C++, SQL, NoSql, Event Driven Architectures, PubSub, IoT, Electronics, Arduino, RaspberryPi, Linux, DevOps (CI/CD)

Aspect
Description: Private multinational company. 2100 employees in 21 countries. $443 million in Revenue (FY 2014). Provides call centre software to two-thirds of the Global Fortune 50.
Projects: R&D: Complex Event Processing & Real-time reporting | Performance Manager
Tech (Hands-on): SaaS & On-premise, C# .Net, SQL, NoSql, BI, many different messaging architectures and protocols

Alexander Forbes Group Holdings
Description: Public Company (JSE/AFH). 4000 employees worldwide. $380 Million in Revenue (FY 2014). Alexander Forbes is a leading provider of financial, risk, insurance and investment solutions internationally.
Projects: Integration system redesign |Dynamic application delivery system for Silverlight | Centralized Logging System | Redesign Integration Mapping Architecture | Sherlock (Visualises the structure of user data) | Tom – 'The OMNI Manager' (control and audit of integration system) | Claims Letter Automation
Tech (Hands-on): SaaS & On-premise, C# .Net, SQL, Web, Silverlight, SSIS, ETL, SSRS, DevOps (CI/CD)

Paycorp Group
Description: Private multinational company. 600 Employees. Revenue undisclosed. Paycorp consists of 5 group companies. It provides and operates a range of payment solutions including ATMs and VISA card issuing and acceptance technologies.
Projects: ATM Solutions database recovery | ATM communicator | Balance the books | Santam Bank B2B | Setup Fraud Prevention and Audit trails | PCI-DSS accreditation |Restructure Department | Setup SDLC and tooling | Rebuilt multiple back-office systems (e.g. General Ledger, Account Balances)
Tech (Hands-on): SaaS & On-premise, C# .Net, SQL, Web, DevOps (CI/CD)

Derivco / Microgaming
Description: Private multinational company. 1000+ employees. Revenue undisclosed. The leading software platform for the online gaming industry - over 400 casinos (e.g. Ladbrokes & 32Red) and more than 600 games.
Projects: Web method tester | Casper - Loyalty Manager | Data Integrity Monitor | Banking system Multi-language/Multi-currency upgrade | Player Tracker | Player Communications Manager [PCM] | PCM Health Monitor | Real-time reporting | Localization System | Rescue the Affiliates Marketing system
Tech (Hands-on): SaaS & On-premise, Microservices/SOA, C# .Net, SQL, Advanced Real-time Web, PubSub Messaging, Flash, CI, XMPP

Securities and Trading Technologies
Description: Private company. 50 Employees. Revenue undisclosed. The leading supplier of shares and securities trading software to the Southern African banking industry.
Projects: Clearing Manager 64 | 'The Shell' Platform | Automated application updater | Joint project with Accenture to replace the Johannesburg Stock Exchange's trading engine
Tech (Hands-on): SaaS & On-premise, SQL, DCOM & COM+, Delphi, CI, Low-level C# .Net, Reflection, Remoting, Low-level TCP/UDP, CI