KATHRYN NEWBOULD

Software Engineer

CONTACT

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London, UK

EDUCATION

- Scrum Master, 2017
- ITIL Foundation, 2011
- ITIL Intermediate: Service Operation, 2011
- First in Theoretical Physics, BSc, UCL, 2014

SKILLS

- Java
- IntelliJ
- Jenkins
- Python
- Leadership

EXPERIENCE

SOFTWARE ENGINEER - JAVA

Anaplan | May 2017 - current

Assisted with the identification and fix of several priority-1 bugs reported by customers in production, returning with a code fix in under 6 hours.
Producing detailed risk assessments for the product and London leadership teams on technical fixes.
Working as a scrum master, using principles of servant leadership to ensure that the team are motivated and energetic during long-running projects.
Co-architecting a greenfield AWS project using terraform, ansible, python and Java to kick off long-running processes from Jenkins. So far, this has removed 26 hours end-to-end from a full test run across production data.

CHAIR OF THE BOARD

Esperanto Association of Britain (National Charity) | May 2017 - current

Serving on the Board of Trustees as Secretary, responsible for Chairing the AGM and signing (alongside the President and Treasurer) financial reports for legal compliance.
Motivating staff, contractor and volunteers alike to catalogue the extensive collection of books in order to later digitalise and preserve the history of Esperanto within the UK.

APPLICATION MANAGER (OPERATIONS) - TEAM LEADER

Ford Motor Company | Jul 2015 - April 2017

Sole contact for key business customer relationships, required to communicate in bi-weekly presentations as part of Change Control and Continual Improvement processes in an ITIL environment, answerable to senior managers on security and consistency of data. Answering as sole contact for engineering escalations in the production environment.
Implemented new process to reduce inefficiencies using 6 Sigma: reduced number of outstanding incidents by 33% within first 6 months and implemented knowledge transfer repositories to reduce time to respond and resolve by 15% for priority-1 incidents.
Led upgrade project across two dependent applications to reduce functionality average max time from 850 to 213 seconds and increasing availability and responsiveness of the 24-7 web application.