

MIKE DILWORTH

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PROFILE

Mike, a globally seasoned and hands-on engineering leader, has extensive expertise in software, systems, and network engineering. He builds and nurtures high-performing teams, excels in shaping product strategy and messaging, and delivers value. He guides organizations through transformative journeys by adopting contemporary technologies and practices. As a fervent advocate for engineering excellence, Mike leverages Agile, SRE, and DevOps methodologies to enhance software delivery and operational efficiency.



RECENT EXPERIENCE

JP MORGAN CHASE & CO.

Strong Engineering Leadership, Driving Technical Excellence and Delivering Business Value

Senior Principal Site Reliability Engineer | Corporate Oversight & Governance Technology

Sept 2024 – Present

- Created and implemented SRE strategy across multiple business towers
- Drive OTEL based observability strategy and delivery across heterogeneous environments
- Implemented customer centric SLO and Error Budget
- Productizing SRE solutions to drive adoption at scale
- SRE advocacy, community building, bar raising, recruiting, skills development

Senior Executive Director Site Reliability Engineer | Payments Technology

Dec 2021 – Sept 2024

- **A Product-Centric Delivery Approach:** Introduced an evergreen observability solution, successfully adopted by 37 teams in just 12 months.
- **Championing Open-Source Approach to Collaboration:** Curated and shared upwards of 10 code repositories and contributing to more than 5 internal projects.
- **Addressing Compliance Challenges:** Developed and presented to external auditors a log scrubbing solution, earning approval for regional localization projects within 6 months.
- **Applying SRE Best Practices:** Established and applied SRE best practices, templates, and artifacts, facilitating the success of over 12 cloud-accelerated migration projects.
- **Maintaining Standards for Observability:** Developed, published, and maintained Payments standards for observability, while contributing to observability standards across the organization.
- **Architecting Robust and Resilient Systems:** Architected and developed a robust reference framework and distributed system. Shared via inner-source and adopted by Enterprise Architecture and Payments teams to test stability, reliability, and observability patterns.
- **Leading High-Performance Teams:** Spearheaded the recruitment, development, and management of high-performance cloud-native engineering teams, building a team from scratch to 10 engineers in less than 6 months.
- **Engineering Bar Raiser:** Operated as an Engineering Bar Raiser and Mentor, helping to establish and elevate standards across the organization.
- **Cloud Migrations:** Provided embedded engineering support for 3 delivery teams who were undergoing complex cloud migrations.
- **Empowering teams:** Empathy, removing obstacles, reviewing code, leading design sessions, managing agile processes, improving workflows, fostering collaboration, and adapting to evolving needs.
- **Advocating for Excellence:** Built and led a community of 285 engineers, fostering collaboration and innovation to deliver exceptional software and operational outcomes.

Technical Director | Capgemini

Oct 2016 – Dec 2021

A security cleared (SC & NPPV3) technical director specialising in Agile, Cloud Native, Open Source, DevOps, SRE and Cyber Security advocacy and delivery within the UK Public Sector.

- Engagement and Technical Director for large scale public sector Cyber Security protective monitoring programme covering over 2000 system elements.
- Building and leading agile engineering teams to deliver critical national infrastructure within the UK public sector at Official and Secret levels.
- Architectural design and development of distributed systems.
- Securing multiple £ multi-million contracts through commercial, technical and agile leadership.
- Recruiting and developing engineers within DevSecOps, SRE and DevOps

Head of Engineering Infrastructure Development (DevOps) | Sainsbury's

Mar 2015 – Jun 2016

- Increased engineering efficiency by 20% and created multi-site capability to operate £ multi-billion e-commerce platform
- Realised £1.2m/year OPEX savings for Tu clothing systems
- Created agile operating model and full-stack autonomous teams
- Focused on engineering quality and attracted top talent by engaging with community and suppliers
- Cloud first and DevOps strategies
- Highly secure PCI DSS 3.2 and ISO 27001 environments

Head of Engineering Infrastructure | Thomas Cook

Nov 2012 – Mar 2015

- Improved engineering efficiency by 50% with an in-house and near shoring strategy.
- 80% reduction in Pan European data centres and 60% fewer infrastructure elements
- Lowering OPEX by £1.8m
- Redesigned 1st and 2nd level operational and support teams and processes and consolidated regional units into a Pan European organisation.
- Achieved through Cloud first and DevOps strategies.

Head of Engineering Systems, Infrastructure and IT | Upstream

Sept 2007 – Nov 2012

- Built engineering expertise to facilitate organic growth from start-up to SME
- Operated world-wide 24x7 systems to deliver diverse client base
- Drove growth to multi-million Euro profitability
- Early adopter of cloud, DevOps and SRE strategies



EDUCATION

BSc (Hons) Industrial Management | Nottingham Trent University

1st Class Honours



SKILLS AND INTERESTS

- Empathy, humility, listening and influencing
- Unix variant operating systems
- Software engineering (Go/C/TF/Git)
- SRE, DevOps, Agile and Lean operating models
- Cloud Native & Data Centre Engineering
- Cyber Security, SIEM, NCSC, NIST, OWASP, Mitre ATT&CK
- Kubernetes, Containers, FaaS, Data
- Observability & OTEL
- Learning new things very quickly