

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

Senior Executive Director Site Reliability Engineering | JP Morgan Chase & Co.

DECEMBER 2021 – PRESENT

Strong Engineering Leadership, Driving Technical Excellence and Delivering Business Value: Improving Stability and Resiliency and reducing MTTD and MTTR.

- **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. Additionally, a pull request was accepted by the OpenRewrite open-source project.
- **Addressing Compliance Challenges:** Developed and presented to external auditors a log scrubbing solution, earning approval for regional localization projects within 6 months. Secured Highly Confidential Data classification for an observability tool.
- **Applying SRE Best Practices:** Established and applied SRE best practices, templates, and artifacts, facilitating the success of over 12 cloud-accelerated projects.
- **Maintaining Standards for Observability:** Developed, published, and maintain two 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 SRE 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:** 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 170 engineers, fostering collaboration and innovation to deliver exceptional software and operational outcomes.

Technical Director | Capgemini

OCTOBER 2016 – DECEMBER 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

MARCH 2015 – JUNE 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

NOVEMBER 2012 – MARCH 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

SEPTEMBER 2007 – NOVEMBER 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

- Linux – since 1993 with Slackware
- Unix, Solaris, HP-UX, AIX
- Data Centre Management
- DevOps, Agile and Lean operating models
- Technical assurance & governance
- Cloud Native Engineering
- Infrastructure as Code
- WAN, LAN, TCP/IP
- AWS Solution architect
- C/C++, Go, Git, semver, trunk-based development, CI/CD, terraform
- Test strategy, pact, cypress, selenium
- Event driven, Microservices, CQRS, CRUD
- AI, ML, Data Mesh, Kafka, NoSQL, RDBMS, Big Data systems, kinesis, ELK
- Cyber Security, SIEM, NCSC, NIST, OWASP, Mitre ATT&CK
- Kubernetes, Containers, FaaS
- Observability & OTEL