|  |  |
| --- | --- |
| Mike dilworth | 3 Cedar Court, Milton Keynes, UK  +44 (0)7713324131  mike@dilworth.uk  www.linkedin.com/in/mikedilworth/ |

# Pofessional PROFILE

**Hands-on engineering leader** with 20+ years' experience delivering high-scale, cloud-native infrastructure across finance, public sector, and retail. Proven track record building high-performing teams and platforms with Go, Terraform, Kubernetes, and SRE/DevOps best practices. Scaled infrastructure serving millions of users; reduced cloud spend and MTTR through automation and observability (OTEL, Grafana, Datadog).  
Advocates engineering excellence through community building, standards, and mentoring. Seeks senior IC or leadership roles where infrastructure, velocity, and reliability matter.

# 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 (~100 SRE)
* Drive OTEL, open standards, and inner sourcing across heterogenous environments
* Implemented Service Domain Monitoring with customer centric SLO/SLI/Burn Rate Alerting
* Productizing SRE solutions to drive adoption at scale
* Setting SRE OKRs and workstreams to deliver of non-functional requirements
* 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 and scaled a reusable observability framework adopted by 37+ teams in 12 months — reducing alert fatigue and standardizing SLO monitoring across payments technology.
* **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 strategiesA purple mouse in a blue turtle garment

  Description automatically generated

# EDUCATION

## BSc (Hons) Industrial Management | Nottingham Trent University

1st Class Honours A cartoon of a squirrel holding a wrench

Description automatically generated

# 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 |