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

# 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:** 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

### 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

A purple mouse in a blue turtle garment

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# EDUCATION

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

1st Class Honours

A cartoon of a squirrel holding a wrench

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# SKILLS AND INTERESTS

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| * Empathy, humility, listening and influencing * 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 |