

# Rob Hand

London, United Kingdom

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## Experience

### Globality

London, UK

Engineering Manager / Tech Lead

March 2022 – Present

- Leading a team of 7 engineers and was responsible for their mentorship, growth, performance evaluation and job satisfaction.
- Delivered various complex projects on time and to a high quality.
- Led a process of continuous process improvement optimising for impact & delivery. To this end I successfully moved the team to a Kanban based system which improved project delivery timelines & quality.
- Collaborated with the engineering leadership group to deliver department-wide process improvements.

Staff Software Engineer / Tech Lead

March 2021 – March 2022

- Drove the implementation and adoption of improved error reporting and observability tooling across the organization. Reducing notification times from days to minutes, allowing engineers to pro-actively resolve errors.
- Led the architectural design and implementation of a feature to bulk export all supporting documentation for a given project, turning a manual process that could take a users hours into a simple & delightful experience.

Senior Software Engineer II

October 2019 – March 2021

- Founding engineer on the first Globality engineering team based in London. Worked closely with my manager to help define the culture and ethic of the London engineering department. Many of the improvements we enacted were adopted in the wider engineering department.
- Led the architectural design and rebuild of our user facing reporting feature.

### eporta (now part of Shopify)

London, UK

Senior Software Engineer

December 2017 – October 2019

- Designed and implemented a PoC image recognition tool for categorizing the type and style of furniture present in a give photo.
- Leading the rebuilding the onboarding flow, to allow easier signup process. This also involved opening up the site to unregistered and unverified users.
- Led a complete rebuild & redesign of the entire quoting and ordering flow on the site.
- Prototyped, user-tested and implemented a new project management tool so that interior designers can manage more of their project on platform.

### Tictrac

London, UK

Senior Software Developer / BE Team Lead

January 2013 – December 2017

- Technical lead for the backend team. Responsible for: Mentoring, running 360 reviews and performance reviews for two Junior developers along with curating the technical backlog for the team.
- Project Lead & Technical Designer for many of the features implemented for white-labelled health and wellness platform.

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## Skills

**Languages:** Python, Typescript/Javascript, SQL,  $\text{\LaTeX}$ , Rust

**Software:** Flask, Django, FastAPI, AWS (Lambda, RDS, Redshift, S3, SQS, SNS, Kinesis), GraphQL, Node

**Management:** Cross-functional communication, Project management, Agile, Kanban, JIRA

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## Education

Dublin City University

Dublin, Ireland

BSc Computer Applications (Software Engineering)

2006 – 2011