

# Bill Glover

[bill@billglover.co.uk](mailto:bill@billglover.co.uk)  
+44 (0) 7813 818 878

A systems architect who enjoys technical problems. I have experience delivering and supporting challenging engineering systems. I have successfully supported the growth and career development of graduates through engineering managers. I'm looking for a role that allows me to balance technical creativity and influence over engineering whilst remaining in touch with the technical and professional development challenges facing engineers today.

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## Experience

**Senior Solutions Engineer** - Pivotal / VMware Tanzu / Broadcom 03/2019 - Current

- Work with customers to explore the challenges they face working with Kubernetes
- Build, deploy, and demonstrate VMware's vision for modern applications
- Run workshops to identify and address challenges in customer path to production
- Identify opportunities to enhance developer experience and productivity
- Work with engineering teams to quantify and prioritise product features

Tech used: Kubernetes, Platform Engineering, Supply Chains, Tanzu Application Platform

**Principal Engineer** - APIs & Services - Accenture (banking client) 02/2016 - 06/2018

- Delivered an API tier presenting core banking functionality as RESTish services
- Enhanced the constancy of service contracts improving consumability of the APIs
- Introduced structured logging and a consistent logging framework
- Introduced the RED method and associated operational metrics and dashboards
- Regular technical involvement in operational incidents and triage
- Education through 'learn architecture' sessions with engineering teams
- Delivered proactive operational endpoints to report service health and configuration
- Introduction of an authorisation framework
- Introduction of domain centric design within the API teams

Tech used: Pivotal Cloud Foundry, Mulesoft API Platform, Splunk, AppDynamics

**Senior Manager** - Accenture 02/2012 - 03/2019

- Member of the leadership team for 350+ engineering analysts
- Provided mentorship & guidance to engineers from graduate through to manager
- Established regular office hours to give junior employees access to senior leadership
- Run and contribute to performance review and promotion decisions
- Drove improvements to career guidance and mentorship processes
- Advocate for mentorship to be given increased focus during performance reviews

<b>Systems Architect</b> - Black Friday Scalability - Accenture (retail client)	02/2012 - 01/2016
<ul style="list-style-type: none"> <li>• Introduced load profiling against live ecommerce site</li> <li>• Capacity modelling and planning for Black Friday sales period</li> <li>• Successfully isolated services based on scalability characteristics</li> <li>• Regular technical involvement in operational incidents and triage</li> <li>• Built toolkit of log and metric analysis tools to answer common operational queries</li> <li>• Established an automated deployment process for order management platform</li> <li>• Built and maintained a set of legacy development environments</li> </ul>	
Tech used: IBM eCommerce suite, IBM order Management	
<b>Systems Architect</b> - Core Metering & Billing - Accenture (utilities client)	11/2007 - 02/2012
<b>Engineering</b> - Performance Dashboard - Accenture (resources client)	07/2007 - 11/2007
<b>Research &amp; Development</b> - Dynamic Spectrum Access - BT Research	07/2006 - 07/2007

## Other Projects

- Beyond the Tour - a beginner focussed talk at London Gophers Meet-Up
- BuddyBot - a community management bot for Slack (serverless, Go, AWS)
- Command Line interface for Starling Bank (Go)
- API Client for Starling Bank (Go)

## Skills

- Systems Architecture
- Site Reliability Engineering
- Logging & Metrics
- Scalability & Performance
- APIs and Services
- DevOps Tooling & Kubernetes
- Career Management
- Empathetic leadership style
- Approachable Individual
- Mentorship