Bill Glover

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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 to engineering managers. I'm looking for a role that allows me to influence engineering direction whilst remaining in touch with the technical and professional development challenges facing engineers.

Experience

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 - 06/2018

- 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

Systems Architect - Black Friday Scalability - Accenture (retail client)   02/2012 - 01/2016

- Introduced load profiling against live ecommerce site
- Capacity modelling and planning for Black Friday sales period
- Successfully isolated services based on scalability characteristics
- Regular technical involvement in operational incidents and triage
- Built toolkit of log and metric analysis tools to answer common operational queries
- Established an automated deployment process for order management platform
- Built and maintained a set of legacy development environments

Tech used: IBM eCommerce suite, IBM order Management

Systems Architect - Core Metering & Billing - Accenture (utilities client)   11/2007 - 02/2012

Engineering - Performance Dashboard - Accenture (resources client)   07/2007 - 11/2007

Research & Development - 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

- Career Management
- Empathetic leadership style
- Approachable Individual
- Mentorship