Kitson P. Kelly

CURRICULUM VITAE – RÉSUMÉ

Kitson P. Kelly
46 Meek Street
Brighton
Victoria 3186
Australia

E-Mail: me@kitsonkelly.com
Mobile: +61 451 089 418
Twitter: @kitsonk
GitHub: github.com/kitsonk

I have been lucky in my career to have a variety of roles, from deep technical expertise to senior level management. I really like the inflection point where technology meets business problems, believing that technology mastery aids in delivery on the promise an organisation makes its customers. I am always looking for challenging roles which leverage my unique experience and talents.

I am a dual US/UK citizen. I am currently an Australian Permanent Resident.

Stuff; Deno Land, Inc.   Sep 2020 – Present

Working on Deno, a secure runtime for JavaScript and TypeScript full time.

Principal Technologist; ThoughtWorks   Jan 2018 – Sep 2020

ThoughtWorks provides consulting and technology delivery services to large IT organisations. As a Principal Technologist I have been focusing on advising clients, mostly in the financial sector, on their digital transformation strategy, data platform strategy, platform architecture, and engineering practices.

Chief Technology Officer; SitePen, Inc.   Aug 2015 – Dec 2017

An approximately 30-person company focused on delivering enterprise web applications. I have been responsible for leading software engineering and engaging with our clients on their architecture, digital transformation roadmap, and engineering practices. I also lead our growth into more business consulting with a focus on helping large enterprises adopt open source methodologies to scale their enterprise development.

I also have been the project lead for Dojo 2 (dojo.io). Dojo 2+ is a total re-invention of Dojo 1 and is a front-end web framework focused on enabling delivery of modern enterprise web applications at scale. This role has meant I have become very involved with Microsoft's TypeScript language and have in depth knowledge of web technologies including the standards bodies that support them.

Head of Technology; NOW TV; London, UK   Sep 2013 – Aug 2015

A truly unique opportunity in my life was to lead technology for NOW TV (nowtv.com). NOW TV was Sky TV's response to Netflix entering the UK market, but soon after I joined, we realised that there was a much broader focus for NOW TV. NOW TV offers the best pay TV in the UK on your terms.

I was responsible for around 120 technologists across multiple disciplines. The NOW TV grew its customer base about four-fold in the two years I was responsible. We also started the process of extending the business into broadband during my tenure. While the role was almost exclusively management, my technical depth allowed me to understand the challenges facing my teams better as well as guide the business in a direction where technology was an enabler, not a barrier.

NOW TV was very demanding, because of the low friction to join meant that there was also low fiction to leave. It really highlighted to me the challenges of operating a digital business and the key role technology plays in enabling that.

Head of Technology; Sky Business; Livingston, UK   May 2010 – Aug 2013

I took over a failing programme of work to deliver a new customer management system. I successfully delivered the programme and then transitioned the programme team to an efficient business as usual support model. We went from a project team of about 185 who were mostly contractors to a team of about 65 who were 90% employees. It was a challenge to take something that was designed with abstract *best of breed* technologies into something that was a reasonable solution that meet the business needs to service Sky's commercial customers.

Director; Asseverate Services Ltd.; London, UK   Oct 2009 – May 2010

A transitional period, where I continued to work for Sky after leaving Dimension Data. I was focused primarily continued stabilisation and roll-out of the contact centre solution we deployed for them as part of my earlier work. In additional to technical expertise, there was need for organisational design to build an internal team at Sky which could effectively manage the large, complex contact centre solution.

Practice Solution Architect; Dimension Data; London, UK   Dec 2006 – Oct 2009

I moved full-time to the UK in November 2006 and joined Dimension Data in the UK less than a month later. Dimension Data wanted to grow their call centre consulting business in the UK and had landed a major contract at Sky to roll out the largest installation at that time of Genesys as a fully Voice over IP solution. It needed to scale to 4,000+ users on a global footprint. I led the architecture of the solution and we handed over to the in-house deployment team. I continued to architect other solutions, travelling globally working with other customers for Dimension Data.

The solution at Sky though ran into scalability issues which resulted in several frequent outages, several times a week. Because of my expertise and knowledge, I was requested to go up to Scotland to work with *crisis team* at Sky to resolve the issues.

Senior Principal Consultant; eLoyalty; Lake Forest, IL, USA   Jan 1998 – Sep 2006

I joined eLoyalty as a Consultant and continued to grow into more senior roles. I wanted to travel globally, and I was put on projects in varied locations across the US and Hong Kong, Hamburg, Belfast, Paris, and Dublin. I touched most technologies that were present in customer contact centres, though my main specialty was large scale global call routing solutions.

Previous Roles Upon Request

Education

I graduated *Cactus High School* in Glendale, Arizona in 1991. I attended a semester at *Glendale Community College* in Glendale, Arizona in 1992, but did not earn a degree.

Accomplishments

I have had several public speaking engagements, on a wide variety of topics that impact technology, including the *softer skills* related to software engineer developers.

Currently I contribute to Deno (https://deno.land/) in my spare time, a secure runtime for JavaScript/TypeScript. My two most recent speaking engagements were on this topic at JSConf.jp and TSConf in Seattle.