

## PROFESSIONAL PROFILE

An experienced technology leader, a pragmatic software development manager, a certified agile coach and a full-stack software engineer who has worked across a broad range of business sectors including banking, broadcasting, logistics, manufacturing, publishing, retail, social networking, telecommunications, telematics & utilities.

A passionate advocate of agile & lean software engineering who has worked for several leading brands, including ASOS, Which?, The Economist, The Financial Times, MySpace and Nickelodeon. Currently employed as the Head of Core Systems for giffgaff, transforming their existing monolithic application stack into a microservice-based architecture, deployed on-demand to a cloud-native environment.

A certified scrum developer (CSD), scrum master (CSM) & scrum professional (CSP) that thrives on a challenge and has a broad range of technical skills. Works across the entire software development lifecycle, designing and developing a variety of application architectures, specialising in secure, scalable microservice-based systems.

Currently looking for a challenging position with a forward-thinking organisation as either a hands-on head of product engineering, software development manager or technical lead. Ideally working with cross-functional teams driving their Agile and DevOps transformations using a cloud-based continuous delivery approach.

## CORE SKILLS

| Databases  | Frameworks | Languages  | Methods | Queues/Streams | Tools      | ... |
|------------|------------|------------|---------|----------------|------------|-----|
| MySQL      | Cypress    | CSS3/HTML5 | Agile   | Active MQ      | Docker     | AWS |
| Oracle     | Hugo       | ECMAScript | Kanban  | Kafka          | Kubernetes | DDD |
| PostgreSQL | NextJS     | Java       | Lean    | Kinesis        | Git        | IOT |
|            | ReactJS    | NodeJS     | Scrum   | Rabbit MQ      | Jenkins    | TDD |
|            | Spring     | PHP        | XP      | Redis          | Terraform  |     |
|            |            | Typescript |         |                |            |     |

## PROFESSIONAL CERTIFICATIONS

Scrum Developer (2014) - Scrum Professional (2011) - Scrum Master (2008)

## CURRENT EMPLOYMENT

**giffgaff : Scrum Master (2014) -> Agile Governance Lead (2015)-> Technical Governance Lead (2016) -> Head of Product Engineering (2017) -> Head of Core Systems (2020)**

Started as a technical **Scrum Master** with the responsibility for managing the delivery of two large software development teams of over forty engineers, split by discipline - a team of back-end Java/Python developers and a team of front-end Javascript/PHP developers both with integrated quality assurance.

After a three-month review of working practices, proposed a reorganisation of the company around lean product engineering teams to the giffgaff leadership team. This business-wide transformation would reinvigorate the agile process and reduce the length of the feedback cycle from members, enabling giffgaff to truly be "the mobile network run by you". In a new role as the **Agile Governance Lead**, managing the organisational change that led to the creation of multiple cross-functional, domain-focused teams, each with a dedicated product owner and scrum master.

The restructuring of teams highlighted the constraints of the existing monolithic application architecture, the lack of automated tests and the reliance on manual quality assurance and operational processes. This resulted in a low release cadence with a high number of failed releases. Transitioning to the role of **Technical Governance Lead** led to the establishment of a new strategic direction for the organisation to achieve continuous delivery through the following initiatives:

- \* Upgrade to Java 11 and deprecate PHP in favour of React/React Native client apps
- \* Adopt a microservice architecture with dockerized Spring Boot services
- \* Rebalance the unit/integration/system test ratio; make everyone a tester
- \* Adopt trunk-based development with dynamic code control via feature toggles
- \* Switch to a cloud-native platform and introduce immutable infrastructure
- \* Use CI/CD build pipelines to deploy-on-demand with a "you build it, you run it" model

As the **Head of Product Engineering** had responsibility for the line management of over seventy software development engineers and the design, development, testing, and deployment of giffgaff software products. Also accountable for best practices, code standards, performance management and recruitment, and serving as the primary contact for product engineering across the business. As **Head of Core Systems** has responsibility for the community, developer experience, help, identity, mobile and payment teams.

## KEY ACHIEVEMENTS

- \* Presented at the Telefónica Developers Conference in Madrid - [TEFCon 2015](#) "Hacking The Future" - and received a speaker award for an 'Agile Cultural Change' talk
- \* Organised a hackathon for all product engineers to introduce them to [Amazon Web Services](#) using Alexa and built a fully functional service for querying member accounts
- \* Created a behaviours & skills framework and a structured recruitment process together with an automated remote code test publishing application using the [GitHub API](#)
- \* Ran recruitment events at [Silicon Milk Roundabout](#), including the design and construction of the stand and producing a [showreel](#) for the event display systems
- \* Established communities of practice (COPs) and special interest groups (SIGs) to promote collaboration and knowledge sharing between giffgaff technology teams
- \* Published an agile engineering manifesto that combined agile and extreme programming practices & principles and helped to establish a common technology mindset
- \* Introduced a 'kaizen' continuous improvement process to help address cross-cutting engineering issues and 'kaizen days' to enable team experimentation and innovation
- \* Built an application called giffgaff dash using on [balena.io](#) to deploy build monitor & observability dashboards to a centrally managed IoT fleet in the giffgaff offices
- \* Implemented a robust end-to-end testing framework using [cypress.io](#), which provided enhanced tooling and visibility of build failures
- \* Created a sequence chart generator based on [mscgen.js](#) syntax that used method call logs captured using Spring AOP to reverse-engineer process flows from a legacy codebase
- \* Hosted "[The Agile Roundabout](#)" at the giffgaff offices with the topic of [Getting Back To Continuous Disruption](#) and presented on the topic of continuous delivery at giffgaff
- \* Designed, developed, deployed and managed a technology-focused blogging platform at [giffgaff.io](#) using the [Hugo](#) static site generator and the [giffgaff.design](#) system
- \* Constructed a knowledge base intranet site using on [Material for MkDocs](#) to manage architectural decision records, request for comment and other team documentation

**EMPLOYMENT HISTORY**

| Company                 | Role                        | From     | To       | Basis |
|-------------------------|-----------------------------|----------|----------|-------|
| giffgaff                | Head of Core Systems        | Nov 2017 | Now      | Perm  |
| giffgaff                | Head of Product Engineering | Jun 2014 | Oct 2017 | Cont  |
| ASOS                    | Development Manager         | Feb 2013 | May 2014 | Cont  |
| Which?                  | Agile Project Manager       | Apr 2012 | Jan 2013 | Cont  |
| The Economist           | Agile Project Manager       | Oct 2011 | Mar 2012 | Cont  |
| John Wiley & Sons       | Iteration Manager           | Feb 2011 | Sep 2011 | Cont  |
| Reed Exhibitions        | Head of Online Development  | Jul 2010 | Dec 2010 | Cont  |
| The Economist           | Scrum Master                | Feb 2010 | Jun 2010 | Cont  |
| The Financial Times     | Scrum Master                | Aug 2009 | Jan 2010 | Cont  |
| The Economist           | Agile Project Manager       | Sep 2009 | Aug 2009 | Cont  |
| MySpace                 | Development Manager         | Jan 2007 | Apr 2009 | Perm  |
| Dunnhumby               | Principle Engineer          | Sep 2006 | Aug 2007 | Perm  |
| Keane                   | Senior Consultant           | Feb 2004 | Aug 2006 | Perm  |
| Powergen                | Analyst/Programmer          | Apr 2003 | Feb 2004 | Cont  |
| Nickelodeon             | Lead Developer              | Mar 2002 | Mar 2003 | Cont  |
| Trafficmaster           | Lead Developer              | Jun 2001 | Feb 2002 | Cont  |
| GE Information Services | Technical Consultant        | Feb 1997 | Mar 2000 | Cont  |
| TNT Express Worldwide   | Analyst/Programmer          | Sep 1989 | Jan 1997 | Perm  |

**OTHER INTERESTS**

Cycling - Disney Parks &amp; Resorts - Football - Graphic Design - Retro Computing &amp; Gaming

**REFERENCES**See recommendations on [LinkedIn](#) and additional references are available upon request.