

## PROFESSIONAL PROFILE

An experienced technology leader, a pragmatic software engineering manager, a certified agile coach and a full-stack software developer 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 with a number of leading brands, including ASOS, Which?, The Economist, The Financial Times, MySpace and Nickelodeon. Currently the Head of Software Engineering for giffgaff's core systems and transforming their existing monolithic application stack into a microservice-based architecture that's 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 and leadership 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 chief technology officer, head of software engineering or software development manager. Ideally working with cross-functional teams continuously deploying distributed, scalable JavaScript applications with RESTful APIs to the cloud.

## CORE SKILLS

**Principal:** CSS3 · Cypress · GraphQL · HTML5 · JavaScript · Pair Programming  
React · React Native · Redux · Nest.js · Next.js · Node.js · Serverless  
Strapi · Test Driven Development · TypeScript

**Supplementary:** C# · Java · PHP · Python · Spring

**Additional:** AWS · Docker · DynamoDB · IOT · Jenkins · Kafka · Kinesis · Kubernetes  
Git/GitHub · MySQL · Oracle · PostgreSQL · Rabbit · Redis · Terraform

**Other:** Agile · Extreme Programming (XP) · Kanban · Lean · Scrum

## 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 Software Engineering (2017) ...**

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 presenting a three-month review of working practices, secured agreement from the giffgaff senior leadership to restructure the company around lean product engineering teams. This business-wide transformation would reinvigorate the agile process and reduce the length of the customer feedback cycle, allowing giffgaff to truly be "the mobile network run by you". With a new role as the **Agile Governance Lead**, managing the organisational change leading 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:

- \* Deprecate PHP in favour of React Web/Mobile & React Native client applications
- \* Adopt a microservice architecture through dockerised 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

In 2017 became **Head of Software Engineering** with responsibility for the line management of eighty software development engineers and the design, development, testing, and deployment of giffgaff software products. Accountable for best practices, coding standards, performance management & recruitment, and served as the primary contact for product engineering across the business.

Now responsible for giffgaff's core engineering and complex sub-system teams including the App Development Platform, Community Platform, Developer Experience, Front End Systems, Help/Knowledge Base, Member Security and Payments Gateway.

## KEY ACHIEVEMENTS

### PEOPLE:

- \* Ran 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
- \* Organised multiple recruitment events at [Silicon Milk Roundabout](#); designed merchandise, constructed the stand and created the [showreel](#) for the display systems
- \* Created a behaviours & skills framework together with a structured recruitment process supported by an automated [GitHub](#) remote coding test publishing application
- \* Arranged the purchase of [Udemy Business](#) licences and initiated a learning & development program with learning paths aligned with the behaviour & skills framework

### PROCESS:

- \* Presented at the Telefónica Developers Conference in Madrid - [TEFCon 2015](#) "Hacking The Future" - and received a speaker award for an 'Agile Cultural Change' talk
- \* Hosted "[The Agile Roundabout](#)" at the giffgaff offices on the topic of [Getting Back To Continuous Disruption](#) and presented our journey towards continuous delivery
- \* Published an agile engineering manifesto that combined [agile](#) and [extreme programming](#) practices & principles and helped to establish a common technology mindset
- \* Established communities of practice (COPs) and special interest groups (SIGs) to promote collaboration and knowledge sharing across giffgaff technology teams
- \* Introduced a '[kaizen](#)' continuous improvement process to help address cross-cutting engineering issues and 'kaizen days' to enable team experimentation and innovation
- \* Negotiated the purchase and conducted the rollout of [Slack](#) as the core collaboration & communication tool for technology - subsequently adopted across the entire business

### PRODUCT:

- \* Built an application called 'giffgaff Dash' using [balena.io](#) to deploy build monitor & observability dashboards to a centrally managed RPi 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
- \* Designed, developed, deployed and managed a technology-focused blogging platform at [giffgaff.io](#) using [Next.js](#) for server-side rendering and the [giffgaff.design](#) system
- \* Constructed a robust, scalable, headless CMS capability based on the open-source [Strapi](#) content management system
- \* Created a [Jenkins](#) visualisation tool called 'giffgaff Pipes' that would enable engineers to easily diagnose build failures in multi-stage build pipelines
- \* Extended the 'giffgaff Pipes' tool to send targeted notifications direct to a build-breaker using the [Slack API](#) when build failures occurred

## EMPLOYMENT HISTORY

Company	Role	From	To	Basis
giffgaff	Head of Software Engineering	Jun 2014	Now	Perm
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	Agile Project Manager	Feb 2010	Jun 2010	Cont
The Financial Times	Scrum Master	Aug 2009	Jan 2010	Cont
The Economist	Agile Project Manager	May 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	Software Engineer	Apr 2003	Feb 2004	Cont
Nickelodeon	Lead Engineer	Mar 2002	Mar 2003	Cont
Trafficmaster	Lead Engineer	Jun 2001	Feb 2002	Cont

## OTHER INTERESTS

Cycling - Disney Parks & Resorts - Football - Graphic Design - Retro Gaming - Rugby

## REFERENCES

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

## WEBSITE

This CV can be viewed and downloaded directly from <https://chrisallmark.github.io>.