

Jacopo Biscella

Software Engineering Team Leader

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Summary

I am an experienced software engineering professional with 20+ years of working with technology to help businesses succeed.

My main strengths:

- ▶ **Leading Teams and Projects:** I have contributed to mission critical projects, like at Global Relay, where I worked on a billing reconciliation infrastructure aiming at recovering \$850,000 every month. I am good at guiding teams through changes and finding new ways to solve problems.
- ▶ **Improving Team Work with Agile:** I made teams work up to 40% faster at Global Relay and Ocado by using Agile methodologies, such as Scrum and Kanban. I adapt my approach to fit the team and the work we are doing.
- ▶ **Skills in Technology:** I am skilled in making technology systems that can handle a lot of work and can be easily improved and maintained, with a particular focus on microservice.
- ▶ **Building Strong Teams:** I help teams work better together by teaching, encouraging open talk, and solving conflicts in a positive way. I believe in understanding each other, working together across different areas, and planning projects carefully to get the best results.

Skills

👤 **Leadership:** team building, mentorship, open communication.

♥ **Interpersonal:** collaboration, empathy, effective conflict management.

🎯 **Strategic Management:** performance optimization, risk management.

📋 **Agile methodologies:** Scrum, Kanban, TDD, BDD.

🔗 **Programming languages:** Java, Bash; familiar with Scala, TypeScript, Python.

🔧 **Tools and Platforms:** Jenkins, Docker, Kubernetes, OpenShift, Git, BitBucket, Jira, Confluence.

⚙️ **Frameworks and Technologies:** Spring Boot, Spring Framework, Apache Kafka, CockroachDB, REST, Eclipse Vert.x, JUnit, Cucumber, Selenium WebDriver, Robot Framework, JBoss jvasist.

Professional Experience

Global Relay, London, UK: *Global Relay provides fully compliant cloud-based archiving, monitoring and discovery solutions to 22 of the top 25 global banks and over 20,000 customers across 90+ countries.*

As **Senior Software Engineering / Team Leader (acting from early 2023)** at **Global Relay**

Jan 2022 - current

- 🏆 **Led a cross functional team of eight developers** in implementing an **event based** microservice infrastructure for billing reconciliation with the target of recovering up to **\$850.000 per month** of missing revenue.
- 🏆 **Coached** the team in **improving velocity by 40%** and guaranteeing **non regression of features** by coaching the members to adopt agile methodologies such **SCRUM, BDD** and **TDD**.
- 🏆 **Mentored** senior team members, fostering
- 🏆 **Enhanced architectural solutions** by integrating Global Relay Message with the meta business portal.
- 🏆 Developed a **distributed state machine** for data reconciliation to ensure **archival compliance, technical ownership**, and **mentorship skills**.
- 🏆 Actively participated in the **interview process**, contributing to the selection of high-quality engineers.
- 🏆 Established and monitored **performance goals** for team members.
- 🏆 Translated **raw requirements** into actionable **backlog items**.
- 🏆 Contributed to **architectural studies**, influencing sprint-focused increments.
- 🏆 Led **memory investigation** efforts, performed **application profiling**, and provided **mentorship** to team members.
- ⚙️ **TECH STACK:** based on **Java, JUnit, Mockito, CockroachDB, Apache Kafka, Aerospike, Eclipse Vert.X, RX Java, Cucumber, Docker, Jenkins, Git, Kubernetes**.

Ocado Technology, London, UK: *Ocado Technology designs and builds solutions including cloud orchestration systems for automated robotic warehouses, grocery ecommerce platforms and logistics.*

As **Senior Software Engineer** at **Ocado Technology**

Oct 2020 - Jan 2022

- ☛ Contributed to the planning of the **migration** of the legacy system to a **microservice architecture**, enhancing cloud orchestration for robotic warehouses. This involved the entire lifecycle from initial analysis to planning the implementation.
- ☛ Streamlined the **CI/CD process**, **reducing** manual setup for new warehouses from over **2 weeks to less than an hour**.
- ☛ Studied and developed microservices supporting robotic warehouses fulfillment.
- ☛ **Coached** the team in **adopting agile principles** to provide predictable metrics for upper management and sustainable task assignments.
- ☛ Organized **educational sessions** to enhance team members' understanding of **architecture concepts** in preparation for system redesign and migration to an AWS/Java platform.
- ⚙️ **TECH STACK:** based on **Java, Scala, Akka, Mockito, Selenium Webdriver, Apache Cassandra, GitLab, Cucumber, Docker, Git, Kubernetes.**

Amadeus, London, UK: *Amadeus develops IT solutions powering air travel and tourism ecosystems globally, processing over 400 million transactions daily across airline partners and travel agencies.*

As **Senior Software Engineer and Scrum Master** at **Amadeus**

Jul 2015 - Oct 2020

- ☛ Designed and implemented a lightweight AOP (Aspect-Oriented Programming) framework and utilized it to develop a tool to generate tests using live data.
- ☛ Contributed both to **architectural studies** and implementations to build a **real time microservice platform** aimed at implementing a new system to allow customers to interact in real time with Amadeus data in an **event based** fashion.
- ☛ Led **Agile adoption** and served as Scrum Master for globally **distributed teams**, streamlining development processes.
- ☛ **Mentored** less experienced software engineers in various daily activities.
- ⚙️ **TECH STACK:** based on **Java, Groovy, Apache Kafka, JUnit, Mockito, Robot Framework, MongoDB, Git, QF Test, Java Swing, OpenShift, Docker, Kubernetes.**

NetProphecy LTD, London, UK: *Startup consultancy for small to medium-sized companies.*

As **Co Founder** and **Software Engineering Team Leader**

Apr 2011 - Jul 2015

- ☛ Successfully **managed several teams/projects** for customers in the London and Milan areas using agile methodologies.
- ☛ Led **IT staff selection** and training both for NetProphecy and customers.
- ☛ Engineered and implemented various **custom business software**, in particular web based ERP/CRM solutions and mobile applications and related backends, by overseeing the **full lifecycle** of the projects.
- ⚙️ **TECH STACK:** based on **Java, PHP, MySQL, JUnit, Mockito, Selenium Webdriver, Cucumber, MySQL, PostgreSQL, J2ME, Docker, Kubernetes.**

Previous professional experiences (2002 - 2011)

Over the years, I've partnered with various companies and institutions, including the University of Milan and Mixel S.c.a.r.l., to develop cutting-edge mobile solutions. I've contributed to the development of a web-based ERP system utilizing ZK, JBoss AS, and MySQL, collaborated with AIMPES Servizi SRL on numerous IT projects, and engaged with the Italian public administration.

Education

Bachelor Degree in Digital Communication (Comunicazione Digitale), University of Milan

2004

Nationality and Languages

Nationality: Italian, British.

Languages: Italian (native), English (fluent).