

# Jacopo Biscella

## Software Engineering Team Leader

[jacopo@biscella.com](mailto:jacopo@biscella.com) • +44 743 463 6284 • <https://www.linkedin.com/in/jacopobiscella/>

## Summary

As an experienced IT professional, I specialize in bridging technology and business needs, driving project success through innovative solutions and collaborative team leadership. My approach has consistently yielded enhanced operational efficiency and strategic goal achievement in diverse roles.

My guidance at Global Relay was instrumental in developing a microservice infrastructure, aiming at a significant monthly revenue recovery of \$850,000.

Often recognized for the ability to rapidly integrate into new teams and drive improvements. Increased team velocity by up to 40% through agile methodologies at both Global Relay and Ocado.

My experience is further enriched by a strong foundation in architectural design, optimizing processes, and advocating for a culture of mentoring, transparency, and ongoing learning. Specifically, my contributions to developing microservice architectures have played a critical role in enhancing system scalability and operational efficiency in fast-paced environments.

## Skills

### Soft Skills:

- 👤 **Leadership Skills:** I encourage team building through open communication and constructive conflict resolution. I also mentor team members and foster their professional development.
- ♥ **Interpersonal Skills:** I focus on empathizing with colleagues, promoting collaboration across functions, and proactively avoiding unnecessary conflicts.
- 🎯 **Strategic Project Management:** I carefully consider risks and how to most responsibly delegate tasks for optimal team performance.
- 📋 **Agile methodologies:** I have applied values and practices from Scrum, Kanban, TDD, BDD and Lean methodologies over the years, always trying to find the best balance for the context over applying principles by the book.

### Technical Skills:

- 📄 **Programming languages:** Java, Bash; minor experiences in Scala, TypeScript and Python.
- ⚙️ **Frameworks and Technologies:** Spring Boot, Spring Framework, Apache Kafka, CockroachDB, REST, Eclipse Vert.x, JUnit, Cucumber, Selenium WebDriver, Robot Framework, JBoss Javassist.
- 📦 **Tools and Platforms:** Jenkins, Docker, Kubernetes, OpenShift, Git, BitBucket, Jira, Confluence.

## 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 **Software Engineering Team Leader (acting)** at **Global Relay**

**Feb 2023 - 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 **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.
- ⚙️ **Tech Stack:** based on **Java, CockroachDB, Apache Kafka, JUnit, Mockito, Cucumber, Docker, Jenkins, Git, Kubernetes**.

As **Senior Software Engineer** at **Global Relay**

**Jan 2022 - Feb 2023**

- 👤 **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**.
- 📋 Led **memory investigation** efforts, performed **application profiling**, and provided **mentorship** to team members.
- ⚙️ **Tech Stack:** based on **Java, JUnit, Mockito, 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).