Kieran Benton

E-Mail: me@kieranbenton.com
Web: https://www.kieranbenton.com

A highly motivated and dedicated Chief Architect who has proven experience in leading global teams to deliver high quality software. I am versatile and have worked extensively with projects that are both Microsoft and Linux stacks. I have looked after products at every stage of the SDLC, from initiation and planning, implementation and support to operations teams in production. I thrive working on high demand systems, complex problems and integrations between components and platforms.

With the emphasis on designing and implementing maintainable, secure and scalable systems, I have a track record of producing innovative and effective solutions to fulfil real business needs, which I achieve by working closely with product owners and stakeholders. From the small scale but complex application to high-traffic e-commerce sites, I endeavour to choose technologies and design patterns appropriate to the situation, and always keeping in mind potential future requirements.

Super focused on furthering my knowledge and that of others that I work with and work hard to keep my skills up to date both in terms of hands-on experience with technologies and more general industry trends.

Key Achievements

London Olympics 2012, Euro 2012, Cricket World Cup and other international tournaments
Working to tight deadlines for high profile clients, myself and my teams have delivered complex, real-time ticketing applications for tournaments, offering general public sales, contractual closed group applications as well as back-office management and reporting. I took the decision to build a single set of applications with a high level of flexibility and to then tailor to each tournament in order to deliver solutions successfully and on-time. Whilst high pressure projects and a huge challenge, these have been immensely rewarding to work on and have provided invaluable lessons that I have learnt much from.

White Label eCommerce (eTickets)
A fledgling product I rescued from scalability and general architectural problems early in my career, this has now grown to be a full part of the international SOA platform at Ticketmaster and drives substantial traffic (35m+ visits; 2012) revenue (£100m+; 2012) as well as high client retention.

Venue Access Control
Tasked by senior stakeholders, I designed a set of applications and services that would allow us to provide a next-generation flexible venue access solution. This allows us to offer anything from remote managed low-cost mobile apps to high redundancy at venue solutions. This involved engaging with our US teams to build consensus to our strategy, and directing one of our international development teams to execute the implementation. These services are one of the most complex in Ticketmaster's portfolio as there were significant distributed system challenges.

Skills

- Architectural, component, sequence, API and data model design (using UML as appropriate)
- .NET Framework / C# / .NET Core
- XAML, ASP.NET Webforms, MVC & API, WCF, HTML+CSS, Javascript & JQuery
- MS SQL Server (to 2012), Postgres, T-SQL, ORMs
- Cloud (AWS) and NoSQL (Couchbase, Redis, Mongo)

- Multithreading, sockets & low level development
- Past practical experience in Java, C/C++ & assembler
- ESBs, message queues (ActiveMQ/Rabbit/MSMQ) and distributed/asynchronous processing
- Subversion / Git & continuous integration tools
- Agile development methodologies (Scrum specifically)

Experience

Sep 2015 – Present   **Ticketmaster International, London**   *Chief Architect*
Responsible for both Enterprise & Software Architecture across the entire Ticketmaster International estate of over 250 engineers. Established the EA practice within the company and rolled out processes and light-weight governance to increase the organisations' scalability and incrementally modernise our extremely complex stack. "Ride the elevator" between engineering and the business providing risk analysis, initial project evaluation and decomposition as well as due diligence services. Line management of approximately 15 staff worldwide.

Oct 2012 – Sep 2015   **Ticketmaster International, London**   *Principal Architect*
I reported to, and work with the VP of Architecture to construct technical strategy for a progressive re-architecture of our systems into an SOA platform. As industry leader, TM has grown through acquisitions over the decades, and has a group of software platforms of varying levels of maturity/capability that are a burden to maintain, improve and integrate. I have been working closely with the business to create high-level designs and plan migrations in order for us to plan splitting, consolidating and rebuilding components towards our goal of SOA.

Aug 2011 – Oct 2012   **Ticketmaster International, London**   *Software Architect*
Reporting to the VP of Engineering, I was asked to take on responsibility for software design across all client tool development teams for Ticketmaster International (4 teams in 3 countries). This was a new role in the company and was highly challenging on a number of fronts. For example, our US counterparts had begun a vast redesign and implementation of their platform with their focus on building from scratch – whereas we favoured an incremental approach. I engaged with them to understand how we could work together whilst also continuing to support our business with new features and products.

Sep 2008 – Aug 2011   **Ticketmaster Systems Ltd, London**   *Lead Engineer*
Reporting to the Director of Engineering and remaining hands-on, I transitioned into a leadership role running (remotely) an initially small team continuing the design and development of our high volume e-commerce platform.

I worked alongside the business to conceive and evolve the application into a disruptive white-label offering with cutting edge features, allowing customers to be able to both purchase and manage their own tickets and those of their friends. Additionally, I adapted the existing platform for use with large tournaments (including the London Olympics and Euro 2012), achieving levels of reuse not possible before. Grew the team size significantly (with separate QA) and eventually oversaw the split of the team into two, covering the development of the core platform and a spun-off tournaments specific unit.

Oct 2005 – Sep 2008   **Ticketmaster Systems Ltd, London**   *Senior Developer*
Reporting to the Product Development Manager in Newcastle-under-Lyme, I was asked to salvage their consumer facing e-commerce application (selling tickets for sports) which was unstable when faced with load of any kind.

This involved a redesign of the system with a phased re-write to allow it to scale to the needs of our clients. This was a complete success and the product evolved under my guidance to serve the online ticketing needs of many Premiership League football clubs, rugby/cricket teams and other high profile organisations. This project taught me much about working with high-demand distributed systems, as well as soft skills in dealing with the business and clients, as at the time we had no analyst or product management resources.

Oct 2003 – Oct 2005   **Synchro Systems Ltd, Newcastle-under-Lyme**   *Developer*
Jul 2003 – Jun 2004   **OneStop Media Services, Newcastle-under-Lyme**   *Contractor*

Education & Awards

2001 – 2005   **The University of Birmingham**
          1st Class MEng (Hons) Electronic & Software Engineering
2004   **Microsoft Student Partner (MSP)**
1999 – 2001   **Grove Sixth Form College, Market Drayton, Shropshire**
          A-Levels: Mathematics (A), Physics (A), Geography (B), Further Mathematics (C) & General Studies (A)