# Paul Phillips

## LEAD SOFTWARE ENGINEER

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I'm a passionate problem-solver who enjoys creating reliable solutions with a variety of technologies. I take responsibility for my work and always strive to improve. I love learning new things and challenging myself to think in new ways.

## Technical Abilities

.NET 4 to 9 (Web, API, Desktop)
Aws/Azure
SQL Server / MongoDB / RavenDB
Docker, Kubernetes
AWS Local Stack
Rabbit MQ
React, VueJS, Angular

## Leadership Skills

Experienced in leading multiple teams (squads), including QA, BAs, and testers, while effectively managing stakeholders such as Product Owners, business users, and executives

**Personal/Community:** Advance Fire Fighter with RFS.

## ACHIEVEMENTS

### Document Authoring and Generation Platform (BizCover)

Successfully removed hard-coded document generation from two platforms, reducing reliance on the engineering team. Designed and implemented a solution that enabled the business to manage and release new documents independently, cutting lead times by 4 weeks

### Cinema Fire Control System (Hoyts)

Designed an innovative Fire Control platform for Hoyts, automating the evacuation process in cinemas without the need for staff intervention. The platform directly communicated with each screen, pausing the movie, activating lights, displaying a message, and broadcasting a pre-recorded message, all seamlessly managed through the POS terminal.

### Cinema Automated Ticket Management Platform (Hoyts)

Developed a .NET-based platform to streamline workforce management and technical support for cinemas. Technicians can register availability, location, and expertise, while cinemas report and track equipment issues. Intelligent algorithms assign the nearest qualified technician, with job details sent via SMS for acceptance through an IVR system. Rejected tasks are automatically reassigned, ensuring quick and effective issue resolution.

### Management / Non Technical

Throughout my career, I have played a key role in leading teams of varying sizes, from small groups of engineers to multiple offshore and onshore squads. I have mentored engineers at all levels, contributed to

development plans, conducted pay reviews, and excelled in people management.

I have worked closely with executives and key stakeholders, both internal and external, demonstrating strong collaboration and communication across diverse professional environments.

With expertise in both traditional waterfall and Agile methodologies, I have managed projects ranging from small-scale initiatives to enterprise-level endeavours. My experience includes leading international projects across Australia, New Zealand, the UK, the US, and India.

## EXPERIENCE

### BizCover
Nov 2021 > Current

**Lead Software Engineer**

As part of the leadership team, responsibilities include overseeing three core platforms from both technical and business perspectives:

1. **Monolithic Enterprise Application (MVC)**: A legacy platform built with .NET 4.7, AngularJS, and SQL Server, enabling customers, brokers, and partners to compare business insurance.

2. **API-First Platform (Blaze)**: A modern solution replacing the monolithic MVC system, designed to allow internal and external users to obtain quotes, bind policies, and manage them efficiently. Built with microservices (.NET 9), MongoDB, SQL Server, and a React-based frontend for internal users.

3. **Document Authoring and Generation Platform (DocGen)**: Developed to streamline the management of documents sent from the other platforms, addressing inefficiencies where changes previously required up to 4 weeks due to hard-coded templates (C#/HTML). This web-based document editor empowers users to author or update templates and manage end-to-end releases, significantly reducing turnaround time. Full responsibility for business buy-in, design, architecture, implementation, and testing was undertaken for this solution.

Directly managing four reports, including development planning and performance reviews, while also overseeing onshore and offshore teams to provide technical guidance and leadership. Additional responsibilities include ensuring compliance for core platforms from a security and maintenance perspective.

### TMX Global
May 2020 > May 2021

**Technical Lead**

Led a transformative project to enhance global supply chain efficiency by reducing costs, streamlining processes, and addressing bottlenecks in product movement.

**Key Responsibilities and Achievements:**

### Project Scope

- Conducted an in-depth analysis of manual operations to design a sophisticated Supply Chain System.
- Focused on optimizing transportation routes, selecting suitable transport modes, and improving efficiency using data-driven insights.

### Team Formation and Collaboration

- Assembled and led a cross-functional team of UX designers and developers.
- Collaborated with project managers to ensure seamless integration of the new system into existing workflows.

### Technology Stack

- Implemented a **microservices architecture** with microsites for modularity and scalability.
- Integrated **Azure Active Directory** for secure user management and **VueJS** for a responsive front-end interface.
- Leveraged the **.NET framework** to build a robust back-end capable of handling complex supply chain logic.

### Key Features:

1. **Dynamic Product Profiling**: Intelligent profiling based on size, weight, type, location, and other attributes to inform precise supply chain decisions.
2. **Optimized Routing**: Advanced algorithms calculated the most efficient transportation routes, factoring in product attributes, geographical nuances, and real-time traffic data.
3. **Transport Mode Selection**: Automated mode selection optimized urgency, cost, and environmental impact.
4. **Cost Minimization**: Real-time analytics and predictive modeling identified cost-saving opportunities, achieving significant operational savings.

This project underscored expertise in leading large-scale initiatives, integrating advanced technologies, and delivering impactful, measurable business outcomes.

**SAI GLOBAL**
Feb 2018 > May 2020

### Team Lead

In my role within the Assurance Division, I lead a global team of three developers across India and Australia, focusing on maintaining and enhancing critical platforms.

### Key Responsibilities and Achievements:

SAIGOL Platform

- Manage the SAIGOL legacy system (developed in 2005 using ASP.NET Forms and SQL Server) while addressing significant design and performance challenges, including a 1 TB database with over 100 million-row tables.
- Coordinate stakeholder engagements across Canada, the UK, India, and Australia through weekly meetings to ensure alignment on project objectives.

### Non-Conformance Uplift

- Resolved critical performance issues in the audit and non-conformance management system, which impacted revenue.
- Designed and delivered a new application within two months using **Code On Time** for rapid UI prototyping and stakeholder feedback.
- Developed core logic, UI, and business rules, introducing a sync processor to mitigate performance bottlenecks, meeting all deadlines and requirements.

### Data Migration

- Created a strategy to incrementally migrate SAIGOL's extensive database schema and datasets by company, addressing scalability and data management challenges.
- Nearing completion of the migration initiative, poised to significantly improve system efficiency and reliability.

### Audit Prediction Service

- Designed a mobile application using AI on AWS to predict and monitor potential audit failures, providing real-time insights for managers and company owners.
- Built the front end for Android and iOS platforms and configured AWS services, including APIs, Lambda functions, SNS, and authentication/authorization systems.

These projects showcase expertise in leading complex technical initiatives, managing international collaborations, and delivering innovative solutions within tight timelines.

**NIB**
Nov 2014 > Feb 2018

Team Lead

I thrive in an agile environment, delivering business value in two-week cycles. As a Certified Scrum Master, my focus is on optimizing team efficiency and fostering high-quality outcomes that directly contribute to business success.

I lead a diverse team of 4 developers, a junior business analyst, and a junior tester, managing a portfolio of 30 projects spanning local and

international websites. These projects leverage technologies such as .NET (C#) MVC, SQL Server, Web API, AngularJS, Orchard CMS, and various frontend tools.

Our work adheres to the highest standards, incorporating peer reviews, strict coding standards, and comprehensive testing (unit, integration, and database) before deployment. Deployment processes are streamlined and efficient using Octopus.

Key Achievements:

- **Internationalization and Globalization**: Led updates to MVC applications, enabling global accessibility.
- **Technology Integration**: Evaluated and implemented AngularJS and TypeScript for enhanced mobile app functionality; developed new CMS modules using Orchard CMS.
- **Platform Migration**: Conducted assessments of Kentico CMS as a potential replacement for Orchard CMS.
- **Operational Support**: Ensured smooth day-to-day operations and application support.
- **Deployment Management**: Delivered error-free rollouts through effective release management.
- **Team Leadership**: Conducted performance evaluations and facilitated team growth.

This role has enabled me to demonstrate both technical expertise and leadership capabilities, ensuring project success and driving alignment with business objectives.