

PROFESSIONAL SUMMARY

Senior Software Engineer with 10+ years of experience designing, building, and operating large-scale distributed systems across startups and enterprise environments. Experienced in leading cross-functional initiatives spanning ML integration, platform reliability, and performance optimisation, supporting systems handling millions of requests daily. Known for end-to-end ownership of complex problem spaces, driving alignment through RFCs and design reviews, and raising engineering standards through mentorship, observability, and operational excellence.

EMPLOYMENT HISTORY

MAR 2021 - AUG 2025

Snr. Software Engineer, Indeed, Remote (London)

Continued from Syft post-acquisition, with expanded scope and platform scale.

- **Technical lead** for core job offering and agency partner systems, ensuring **Time SLA compliance** across complex, time-sensitive workflows.
- **Led** the integration of **machine learning decisioning models** into the core offering pipeline, partnering closely with ML and Product teams to improve allocation accuracy and operational efficiency.
- **Owned platform reliability and observability**, designing SLOs, alerts, and dashboards using Datadog to ensure post-release confidence and fast incident response.
- Drove **performance improvements** across underperforming core APIs, reducing **response times from 1+ minute to sub-second**, directly improving system throughput and user experience.
- Led the **Service Excellence initiative**, owning the technical work to **onboard a major enterprise client through a phased rollout** while simultaneously **improving platform reliability, scalability, and operational readiness**, enabling sustained support for the client and the successful delivery of **multi-million-pound contracts**.
- Operated at scale on systems handling **2M+ daily requests and 12M+ weekly requests**, ensuring high availability, resilience, and predictable performance.
- Contributed to maintaining a **modular, scalable codebase** using Packwerk, improving long-term maintainability and team autonomy.
- **Mentored** junior, mid and **senior engineers**, supporting skill growth and career progression, resulting in **multiple promotions**.
- **Interviewed and assessed Senior and Staff Engineer candidates**, contributing to hiring decisions and raising the technical bar across the organisation.
- **Tech stack:** AWS, Ruby on Rails, Sidekiq, Kafka, Snowflake, PostgreSQL, Datadog, ReDash, React

OCT 2017 - MAR 2021

Snr. Software Engineer, Syft, Remote (London)

Instantly connect job seekers with opportunities that match their availability and flexibility—**acquired by Indeed**.

- One of the **early technical members** of the startup, with **end-to-end ownership** from ideation to post-production, delivering high-impact solutions.
- Led development of key verticals, including workforce management, multi-tenant employer, and agency partner solutions.
- Designed and built scalable backend systems to support **real-time job matching** based on worker availability and employer demand.
- Took ownership of **production stability**, diagnosing and resolving live issues under load, implementing fixes and improvements to ensure reliable operation as usage scaled.
- Worked closely with Product and Design to translate evolving business requirements into reliable, scalable technical solutions.
- Played a key role during the **acquisition by Indeed**, ensuring platform stability, continuity of knowledge, and a smooth transition into a larger enterprise environment.
- **Tech stack:** Heroku, Ruby on Rails, Sidekiq, PostgreSQL, Rollbar, React

JAN 2016 - SEP 2017

Software Engineer, The Ai corporation, Guildford

Industry-leading fraud management service.

- Worked on an **industry-leading fraud management platform**, building and operating real-time systems used to assess and prevent fraudulent transactions.
- Designed and optimised **high-throughput, low-latency workflows** in a distributed system, significantly improving transaction processing capacity.
- Improved transaction processing performance by **10x**, enabling the platform to handle increased load while maintaining accuracy and reliability.
- Built and maintained **scalable APIs** supporting core fraud detection and decisioning functionality.
- Took ownership of **platform availability and system health**, improving reliability in business-critical, real-time environments.
- Collaborated closely with product and domain specialists to translate complex fraud rules and requirements into robust technical implementations.
- Contributed to improving **deployment and operational practices**, reducing risk and increasing confidence in production changes.

DEC 2013 - DEC 2015

Software Engineer, In4System, Wokingham

Asset Management Software. The company had 850K social housing. Later acquired by the MRI Software.

- Led a large-scale migration from [ASP.NET](#) to Rails, standardising best practices and ensuring a smooth transition.
- Developed REST APIs for a remote mobile team, collaborating with cross-functional teams for seamless integration.

OCT 2012 - NOV 2013

Junior Software Engineer, Antix, Reading

Antix lets consumers play native games on their STBs, TVs, phones, tablets and PCs.

- Developed a global online game platform with multi-language support, enhancing user access and engagement.
- Integrated social logins for seamless cross-device access, improving user experience.

SKILLS

Ruby • Rails • PostgreSQL • API • Sidekiq • Telemetry

Heroku • AWS • Performance Optimisation • Mentoring

EDUCATION

2011 - 2012

Msc in Information System, University of Surrey, Guildford

2008 - 2011

Bsc (hons) Computer Science, Anglia Ruskin University, Chelmsford

2005 - 2007

Btech, Information Technology, Bracknell and Wokingham College, Bracknell