

# Rob Hand

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## WORK EXPERIENCE

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### Staff Software Engineer

June 2023 — Present

Marks & Spencer

*London, UK*

- Led the design and implementation of tooling for managing multi-channel personalised marketing campaigns on M&S.
- Delivered a program of work to modernise the services our team was responsible for. Leading to increased stability and fewer bugs escaping to user-facing environments.
- Rebuilding our content personalisation service to work within a GraphQL Federated system design.

**Technology:** Python, aiohttp, Terraform, Github Actions, FastAPI, Azure, PostgreSQL, GraphQL, MongoDB, Docker

### Engineering Manager / Tech Lead

Feb 2022 — May 2023

Globality Inc.

*London, UK*

- Leading a team of 7 engineers. Responsible for their mentorship, growth, performance evaluation and job satisfaction.
- Delivered various complex projects on time and to a high quality.
- Led continuous process improvement, optimising for impact & delivery for example moved the team to a Kanban based system which improved project delivery time & quality.
- Collaborated with the engineering leadership group to deliver department-wide process improvements.

**Technology:** Flask (microcosm), FastAPI, AWS, SNS/SQS, RDS, Kubernetes, Helm, Docker, SQLAlchemy, PostgreSQL

### Staff Software Engineer / Tech Lead

Feb 2021 — Feb 2022

Globality Inc.

*London, UK*

- Drove the implementation and adoption of improved error reporting and observability tooling across the organization, which reduced notification times from days to minutes and enabled engineers to pro-actively resolve errors.
- Led the architectural design and implementation of a feature to bulk export all supporting documentation for a given project, turning a manual process that could take a user hours into a simple & delightful experience.

### Senior Software Engineer II

Oct 2019 — Feb 2021

Globality Inc.

*London, UK*

- Founding engineer on the first Globality engineering team based in London. Worked closely with my manager to help define the culture and values of the London engineering department. Many of the improvements we enacted were adopted in the wider engineering department.
- Led the architectural design and rebuild of our user facing reporting feature.

### Senior Software Engineer

Dec 2017 — Oct 2019

eporta (acquired by Shopify)

*London, UK*

- Designed and implemented a PoC image recognition tool for categorizing the type and style of furniture present in a given photo, to automate an expensive manual process.
- Led the rebuilding of the onboarding flow, to allow an easier sign-up process.
- Led a complete rebuild & redesign of the entire quoting and ordering flow on the site.
- Prototyped, user-tested and implemented a new project management tool so that interior designers could manage more of their project on platform.

**Technology:** Django, AWS, Django Rest Framework, PostgreSQL, Kinesis, Redshift, Docker

### Senior Software Engineer - BE Team Lead

Aug 2012 — Dec 2017

Tictrac

*London, UK*

- Technical lead for the backend team. Responsible for mentoring, running 360 reviews and performance reviews for two Junior developers along with curating the technical backlog for the team.
- Project Lead & Technical Designer for many of the features implemented for Tictrac's white-labelled health and wellness platform.

**Technology:** Python, AWS, Django, Django Rest Framework, PostgreSQL, Docker, Kubernetes

## SKILLS

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- **Programming Languages:** Python, Rust, Typescript/Javascript, HTML/CSS, Bash
- **Technologies:** Django, FastAPI, Flask, Django Rest Framework, PostgreSQL, Kubernetes, Git, Docker, AWS, Azure, Github Actions, GraphQL

## EDUCATION

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### Dublin City University

Dublin, Republic of Ireland

*Bachelor's of Science, Computer Applications (Software Engineering)*

*2006 — 2011*