

Rob Hand

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WORK EXPERIENCE

Staff Software Engineer

June 2023 — Present

Marks & Spencer

London, UK

- Architected and developed a multi-channel personalized marketing campaign management system, enhancing customer engagement.
- Spearheaded service modernization, improving system stability and reducing production defects.
- Redesigned content personalization services to integrate with a Federated GraphQL architecture, increasing scalability.

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

Engineering Manager / Tech Lead

Feb 2022 — May 2023

Globality Inc.

London, UK

- Led and mentored a team of seven engineers, driving professional growth, performance, and job satisfaction.
- Delivered complex projects on time with high quality, ensuring business objectives were met efficiently.
- Optimized engineering processes, such as transitioning the team to a Kanban workflow, significantly improving delivery speed and quality.
- Collaborated with engineering leadership to implement department-wide process enhancements.

Technology: Flask, FastAPI, AWS, SNS/SQS, RDS, Kubernetes, Helm, Docker, SQLAlchemy, PostgreSQL, GraphQL, Drone, Harness

Staff Software Engineer / Tech Lead

Feb 2021 — Feb 2022

Globality Inc.

London, UK

- Drove adoption of enhanced error monitoring tools, reducing issue resolution times from days to minutes.
- Led architectural design for bulk document export, streamlining manual processes into a seamless automated 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 redesign and rebuild of our user facing reporting feature. Resolving many data reliability issues.

Senior Software Engineer

Dec 2017 — Oct 2019

eporta (acquired by Shopify)

London, UK

- Developed an AI-driven image recognition tool PoC, automating furniture classification and reducing manual effort.
- Revamped the onboarding process, streamlining user sign-up and activation.
- Redesigned the quoting and ordering system, significantly enhancing user experience.
- Prototyped, user-tested and implemented a new project management tool, enabling interior designers to better manage their projects.

Technology: Django, AWS, Django Rest Framework, PostgreSQL, Kinesis, Redshift, Docker, CircleCI, AWS Lambda, Celery

Senior Software Engineer - BE Team Lead

Aug 2012 — Dec 2017

Tictrac

London, UK

- Led the backend engineering team, mentoring junior developers and conducting performance reviews, along with defining the technical backlog for the team.
- Owned technical design and project execution for key features of Tictrac's white-label health and wellness platform.

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

SKILLS

- **Programming Languages:** Python, Rust, Typescript/Javascript, HTML/CSS, Bash
- **Frameworks & Libraries:** Django, FastAPI, Flask, Django Rest Framework, GraphQL
- **Cloud & DevOps:** AWS, Azure, Kubernetes, Docker, Terraform, Helm
- **Database & Data Infrastructure:** PostgreSQL, MongoDB, Kinesis, Kafka, Kinesis, Redshift, SQS, SNS, Redshift, Redis
- **CI/CD & Automation:** Github Actions, Drone, Harness, CircleCI

EDUCATION

Dublin City University

Dublin, Republic of Ireland

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

2006 — 2011