Rob Hand

London, United Kingdom

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Experience

Marks & Spencer   **London, UK**
Staff Software Engineer   *June 2023 – Present*

- Led the design and implementation of tooling for managing multi-channel 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: aiohttp, Kafka, GraphQL, FastAPI, Azure, MongoDB, Terraform

Globality   **London, UK**
Engineering Manager / Tech Lead   *March 2022 – May 2023*

- 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. To this end I successfully 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.

Staff Software Engineer / Tech Lead   *March 2021 – March 2022*

- 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   *October 2019 – March 2021*

- 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.

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

eporta (acquired by Shopify)   **London, UK**
Senior Software Engineer   *December 2017 – October 2019*

- Designed and implemented a PoC image recognition tool for categorizing the type and style of furniture present in a given photo.
- 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, Django Rest Framework, PostgreSQL, Kinesis, Redshift, Docker

Tictrac   **London, UK**
Tech Lead   *January 2013 – December 2017*

- 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 white-labelled health and wellness platform.

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

Skills

Languages: Python, Typescript/Javascript, SQL, LaTeX, Rust
Software: Flask, Django, FastAPI, AWS (Lambda, RDS, Redshift, S3, SQS, SNS, Kinesis), GraphQL, Node, TDD
Management: Line-management, Cross-functional communication, Project management, Agile, Kanban, JIRA

Education

Dublin City University   **Dublin, Ireland**
BSc Computer Applications (Software Engineering)   *2006 – 2011*