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SUMMARY

Over 20 years experience with a background in SaaS, insurance technology, and consulting companies. For the past 11 years I've been fortunate to be part of the growth of Zestia, joining as a Software Engineer and moving into roles where I've been able to develop and demonstrate my abilities as a leader and manager.

SKILLS

- Experienced, thoughtful, and empathetic approach to Engineering leadership coupled with a broad technical background
- **Seasoned people manager** with an emphasis on support and growth to enable people to do their best work
- **Delivery** consistently shipped substantial new features alongside smaller, quicker product updates, establishing a culture of autonomy within teams and collaborating on managing scope
- **Maintained hands-on technical skills and a deep understanding of modern Engineering practices** through a variety of levels depending on business/project needs, whether that's architecture, technical work outside of the team's critical path, or development of core functionality. Also bolstered through multiple personal side projects

EXPERIENCE

Zestia

Zestia makes Capsule, a SaaS customer relationship management product, and Transpond, an email marketing platform.

Tech stack: Scala/Java, JavaScript (Ember.js and React), MySQL, Redis, Elasticsearch, AWS

Head of Integration Engineering, 2023 to 2024

Headed up a team focused on building and enhancing integrations between Capsule and other apps and services. The role provided an opportunity for a varied mix of leadership, product thinking, and hands-on technical work.

- Communicated with both technical and non-technical teams from partner companies
- Focused on helping others on the team make decisions via coaching and through providing background context
- Member of the Product Leads group which meets weekly to highlight any issues across Capsule and Transpond and to identify where any help or support was needed
- Continued with many of the aspects of the Developer Team Lead role as below

Highlighted projects and roles:

- [WhatsApp integrations](#) - provided multiple solutions for recording WhatsApp conversations in Capsule
- [CRM migration via Import2](#) - improved experience for customers switching to Capsule from a different CRM
- **Application Security Lead** Held an additional role responsible for triage of security issues across Capsule and Transpond, and designed and implemented a lightweight process for the company's bug bounty program

Developer Team Lead, 2018 to 2023

As the team grew at Capsule I stepped into a hands-on team leadership role, discovering how much I loved the kind of challenges I faced as a people manager. Balanced my time between managing and development work.

- **Supported team growth** through regular 1:1s, annual reviews, and salary reviews
- **Project delivery** in a cross-functional product team. Coordinated larger projects that spanned multiple teams
- **Hiring** - helped grow the engineering team by making significant improvements to the process, resulting in hiring becoming more inclusive, and conducted screening calls, technical assessments, and interviews
- **Career progression** - researched and built an engineering career progression framework providing individual contributor and people management tracks

Highlighted projects:

- [Workflow Automation](#) - raised the team's ambitions in a positive way to deliver better customer experience
- [In-App Email Sending and Email Templates](#) - ensured multiple teams in sync during parallel development
- **New pricing plans** - smooth rollout of updated pricing and subscription plans for new and existing customers

Software Engineer, 2013 to 2018

I joined Zestia as one of the first 10 employees. Designed and built new features, and enhanced existing functionality. Mentored junior members of the team and filled any other gaps where needed. This is the role that heavily influenced my product-focused mindset as a result of working closely with the founders.

Selected projects:

- [Filters API](#) - architected and built a REST API for customers to query and filter their data - used as the foundation for key parts of the application frontend
- **Improvements to Tasks** - Enhanced Capsule's Tasks feature with support for [repeating tasks](#) and other popular customer feature requests
- [Google integrations](#) - built signup, single sign-on, and Gmail integrations that made Capsule one of the first companies to launch on Google's then-newly updated Apps Marketplace

CDL

CDL is a software company that specialises in products for the insurance industry.

Senior Developer, 2006 to 2013

Worked on a large, established code base, making improvements over the long term. CDL also provided my first exposure to mentoring other developers on a formal basis.

Tech stack: Core Java, Java EE, Spring Framework, Oracle

The bulk of my time was spent working on Strata, CDL's flagship product for insurance brokers, including responsibility for the architecture of several components.

- Worked in cross-discipline agile teams with business analysts, developers and testers to add new features to the application. Also worked alone and in small teams with other developers to make improvements to performance and testability and to implement integrations with third party APIs
- Suggested several initiatives to help improve efficiency of the development process. Successfully launched these projects, including delivering presentations and training to get involvement from other team members
- Mentored other developers as part of day-to-day project work and during specifically scheduled sessions with junior members of the team. Taught the Ruby and Python languages to other teams in the company

Glu Mobile (formerly iFone)

iFone was a mobile game development company just before the start of the smartphone era.

Developer, 2005 to 2006

One of 3 engineers responsible for the company's internal systems and public-facing website. Projects ran on a variety of platforms including Java using the Spring Framework, Ruby on Rails and PHP.

Teleca

Teleca provided software development services to their clients, mainly other software and electronics companies.

Software Engineer, 2000 to 2004

Joined the company during a period of rapid growth and was given trust and responsibility beyond the level that would be typical for a graduate role. The engineering culture at Teleca is where I acquired many of the foundational values that have stuck with me through the rest of my career.

- Joined the company as part of a division that focused on Java and web technologies, but wrote code in a wide range of other languages, learning new things quickly to meet clients' needs
- Worked on a range of projects both in Teleca's offices and at client sites
- Structured the development process on projects, including introducing new practices and selecting tools

EDUCATION

BSc (Hons) Computer Science (2.1) – University of Manchester, 1999