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With over 35 years of experience in the fields of Software Development and Systems Engineering, I have a wide range of IT and related technical and soft skills. I am customer focused and well versed in business issues, having performed roles spanning; system and platform architecture, software design, development, delivery, pre-sales, support, and customer-liaison.

I have worked for product and service/supplier organisations, and within group sizes ranging from only myself through small and large teams. I am self-reliant and experienced in managing, training, and mentoring other staff members.

**2019- Current** Principal Engineer – Just Eat. The title for this role doesn't actually match the work performed, as Just Eat Principal Engineers are of a level that would typically make them Heads of Engineering or Lead Architects elsewhere.

At Just Eat my responsibilities are split into two work-streams. Firstly I work with the Director of Engineering on large scale initiatives, for example team expansion, building guilds for Architecture and Performance, creating standards for documentation, evaluation/R&D, and other areas.

Secondly I am aligned with a division Technology Manager to work across multiple teams helping to guide and validate their designs and work, mentor them, and generally be their go-to advisor for questions that they made have regarding best practices and their work.

- Platform architecture design.
- API and distributed architecture design.
- Mobile and web back-end.
- Microservices, and event-driven architecture.
- C#, .Net, and .Net Core
- AWS and Google Cloud Platforms
- Resiliency, performance, and availability design.
- Team leadership and mentoring of multiple local and offshore teams.
- Team strategy and delivery planning/management.
- Working with programme and exec level stakeholders.
- Mobile (iOS and Android, plus back-end) architecture.

**2016-2018** Architect, Principal Engineer and Tech Lead – News UK. Leading the design and build of a new digital platform for one of News UK's top tier web titles, implementing development process and Dev Ops transformations. As of March 2017, also performing the duties of title Head of Engineering and Head of Architecture on an interim basis. My work on this project spans multiple roles and teams, I have leadership responsibility for current platform, new platform, and mobile engineering teams – these total around 60 engineers across 7 sub-teams.

- Platform architecture design.
- API and distributed architecture design.
- Modern mobile-first web architecture with PWA/SPA elements.
- Dev Ops transformation, the implementation of modern development practices such as CI/CD.
- NodeJS and React framework and component libraries.
- Resiliency, performance, and availability design.
- Team leadership and mentoring of multiple local and offshore teams.
- Team strategy and delivery planning/management.
- Working with programme and exec level stakeholders.
- Mobile (iOS and Android, plus back-end) architecture.

**2016-2016** SRE – Bloomberg LP. SRE within the Market Data Feeds team. Automation, tooling, and tactical support for ingestion of securities and other trading data into the Bloomberg Terminal.

- Feed deployment and validation tool development (Python, Shell scripts) and integration with proprietary package and deployment processes.
- Feed monitoring tool development, integration with proprietary monitoring tools.
- High level support and outage management with business incident team

**2014-2016** Integration/Architecture Consultant – The Financial Times. Providing integration and application/platform architecture and design services, consultancy and high-level support. Primarily to the "membership" division - working on a ground-level-up replacement for the membership and subscription stack – however also consulting for other teams within the FT. This has included the design and

implementation of highly available cross-region services, helping to build empowered "Dev Ops" teams, and creating and implementing modern development practices and workflows.

- Infrastructure design and build (AWS, VMWare, Cisco UCS, RedHat Linux, Amazon Linux)
- Resiliency, performance and availability design.
- Scalable databases and messaging (Cassandra, Kafka, Zookeeper)
- Scalable micro services (Java, Dropwizard, NodeJS)
- Continuous deployment (Jenkins, custom workflows)
- Automatic infrastructure builds (Puppet, Ansible)
- Tool and automated process development (Python, Go, Shell scripts)

**2013-** Architect – News UK (News International). Providing systems and infrastructure architectural consultancy and design services to a 4-year transformational project which had a remit to re-design News UK's publishing infrastructure to make it truly multi-channel and future-proof.

- Architecture design/implementation
- Solutions design
- Resiliency, performance and availability design.
- Content Management Systems (Methode)
- Digital Asset Management Systems (OpenText CHP)
- Video workflow, transcoding, and playout (Ooyala)
- Technical consultancy and project support
- Performance monitoring design and support

**2011-2019** Technical Director – [Mindings](#). Architect and co-designer of the Mindings service, responsible for taking it from a concept to a market-ready product.

- Architecture design/management
- Feature design, including integration of new content sources/social-media platforms
- Management of outsourced developer team members
- Design of internal support structure and tools; monitoring, revision control, deployment
- Overseeing all technical work
- Linux, Rackspace Cloud
- Apache
- MySQL
- PHP, Perl
- HTML, CSS
- Javascript/jQuery
- Drupal, Wordpress
- Social media (Facebook, SMS Gateway, OAuth, and others) APIs, XML, JSON

**2008-2011** Content-management system designer and developer for the [Financial Times](#), performing architecture design/development work and high-level (tier 3) support for Newspaper and web Content Management Systems as well as content and integration services.

- Supplier liaison
- Architectural planning
- Project Management support
- Customer liaison
- In-house developer mentoring and cross-training
- DR / business continuity planning, implementation, and testing
- Solaris
- Tomcat, Apache
- Java, CORBA, Java tools/libraries
- Perl/Shell scripting
- Anthill

**2004-2008** Web/IT consultant and freelance software developer.

- Project analysis, planning, and delivery
- Client liaison
- Apache
- PHP
- MySQL
- HTML, CSS
- Javascript/jQuery
- Video ingest, encoding/transcoding and post-processing

**2002-2004** Senior Support/Pre-sales Technical Specialist – [Yahoo! Europe](#) (Post Inktomi acquisition)

- Pre-sales technical consultancy
- Sales-engineer/support work
- Implementation support – assisting/training customers' own developers
- Customer account management
- Application/Architecture design
- Performance optimisation and troubleshooting
- Apache
- PHP, Perl

**2001-2002** European Technical Support Manager – Inktomi Ltd

- Team-management
- Team lead and mentoring skills
- All of the skills referred to in the 1999-2001/2002-2004 sections

1.2001 Technical Support Engineer for Inktomi Ltd

- Solaris
- Linux
- Customer support
- Pre-sales support and customer liaison
- Solution design and implementation
- Trouble-shooting and performance optimisation
- Apache
- Perl
- PHP

**1996-1999** Internet design, implementation, and support specialist – [The Royal Borough of Kensington and Chelsea](#) ("RBKC")

- Open Systems platform/protocol planning and deployment
- Intranet and network server design and development
- Gateway design and integration of mainframe systems to open systems
- Linux
- Apache
- Perl
- Shell scripting

**1993-1995** Unix/IP network design, development, and lead support – RBKC

- System installations, upgrades, sysadmin tasks
- Problem resolution
- System tool development
- IP network design and implementation
- IP network support
- IP to SDLC gateway design and implementation

**1990-1992** Systems development, designing/developing extensions to IBM's CICS and VTAM transaction processing systems – RBKC

- VM, VSE, CICS, VTAM
- Application design
- Security design

**1989-1990** Systems administrator and Technical Support specialist, managing local government IBM mainframe server farm – RBKC

- IBM Mainframe software installation, support
- IBM Mainframe systems administration
- Systems architecture design
- SNA/SDLC network management and support
- OS tool and utility development
- Customer support

## Skill Set for Ian Pleasance

### Platforms

#### *AWS*

- Certifications
  - **Certified Solutions Architect - Professional**
  - **Certified DevOps Engineer - Professional**
  - **Certified Solutions Architect - Associate**
  - **Certified Developer – Associate**
  - **Certified SysOps Administrator - Associate**
- Compute
  - EC2
  - Lambda
- Storage & Content Delivery
  - S3
  - CloudFront
  - DynamoDB
- Database and Persistence
  - RDS
  - ElastiCache
- Networking
  - VPC
  - Route53
- Management Tools
  - CloudWatch
  - CloudFormation
  - CloudTrail
- Security & Identity
  - IAM
- Application Services
  - API Gateway
  - SQS
  - SNS
- Deployment and developer tools
  - Elastic Beanstalk
  - Elastic Search
  - OpsWorks

#### *Unix*

- Linux - Physical, virtual/partitioned, and cloud infrastructure – Highly experienced
- Solaris - Physical hardware and containers – Medium experience
- FreeBSD, AIX/6000 and AIX – Limited-medium experience

#### *Databases*

- MySQL/MariaDB – Medium to highly experienced
- Cassandra – Medium to highly experienced
- Postgres, Versant, Adabas, MSSQL – Medium experience

#### *Windows*

- Windows 8, 7, Vista, XP, Server – Highly experienced

#### *Macs*

- OSX, PPC and x86 – Medium experience

#### *Virtualisation/Cloud*

- Bytemark, Rackspace and other "cloud" Linux providers – Highly experienced
- Amazon AWS – Highly experienced. See separate section
- User Mode Linux, Xen – Medium to highly experienced
- Solaris containers, P2V – Medium experience
- Docker and other containers – Medium experience
- VMWare – Medium experience
- Heroku – Medium experience

#### *IBM Mainframes*

- IBM, Amdahl, and Hitachi boxes – Highly experienced
- VM: HPO,XA,ESA; SMART, Dirmaint, GCS, ISPF, TUBES, CMS, TCP/IP, RSCS, EREP, DSF – Highly experienced

- VSE: SP and ESA; POWER – Highly experienced
- CICS: SP and ESA – Highly experienced
- VTAM: VTAM itself, NCP, EP, SSP – Highly experienced

#### *Java*

- Oracle JRE/JDK, OpenJDK – Medium to highly experience
- Eclipse – Medium experience
- Java development – Medium experience

#### *Storage, clustering/high availability*

- Veritas VCS – Medium experience
- Veritas VxVm – Medium experience
- EMC/Clariion – Limited experience
- EMC/DMX with EMC/SRDF – Limited experience

#### Development Languages

- Python – Medium experience
- PHP – Highly experienced
- Perl – Highly experienced
- Javascript, JQuery – Highly experienced
- Java – Medium experience
- HTML, CSS - Highly experienced
- XML, XSL, XHTML - Highly experienced
- Unix shell scripting (bash, ksh, and others), TCL – Highly experienced
- C, C++ - Highly experienced
- Modula-2, Pascal - Highly experienced
- IBM 370/390 assembler, REXX, COBOL - Highly experienced
- 80x86, 68000, 6502/z80 assembly languages - Highly experienced
- NodeJS – Medium experience
- Visual Basic, Visual C/C++ - Medium experience

#### Monitoring

- Zabbix – Highly experienced
- Nagios – Medium experience
- BMC/Patrol – Limited experience
- Cricket/RRD – Highly experienced

## Internet and "Open systems" communications

### *TCP/IP, Routing, Firewalls*

- Network planning and topology design, installation/monitoring. Use of equipment by Netgear, Bay, Cisco, HP, amongst others – Medium to highly experienced.

### *HTTP servers*

- Apache 1/2, mod-perl, mod-ssl – Highly experienced
- Tomcat 5-7 – Highly experienced
- thttpd, lighttpd – Medium experience
- nginx – Medium experience

### *Network appliances*

- JetNexus – Medium experience
- Cisco CSM, 3DNS – Medium experience

### *HTTP caches, proxies, load balancers*

- Varnish, Squid, Pound, Traffic Server, MS Proxy Server, Amazon Elastic Balancer, a variety of others – Highly experienced

### *eMail servers*

- sendmail, exim, qmail, majordomo, mailman, postfix, and others – Highly experienced

### *Application Protocols or content-carriers*

- HTTP, HTTPS, HTML, XHTML, XML, XSL, CSS, FTP, SMTP, JSON, many others – Highly experienced

### *Telephony and VoIP protocols and software*

- TDM, Analogue/PSTN, Carrier Banks, SIP, IAX, H323, SCCP, Asterisk, SER

### *Carrier Protocols and layer 2 technologies – Medium experience*

- Ethernet, Gigabit Ethernet, FDDI, SNA – Medium experience

## Mobile Devices and operating systems

- Apple iPhones/iPads; IOS – Medium experience of developing IOS-centric applets.
- Android, including medium-level Android development experience
- Symbian phones, Nokia S60V3 and others – medium level development experience
- PalmOS - medium level development experience

## Social Media integration

- Facebook, Twitter, OAuth, Mobile phone (SMS/MMS) API integration – Highly experienced

## Publishing and Content Management

- Wordpress – Highly experienced
- Drupal 6, 7 – Highly experienced
- Méthode – Highly experienced
- OSCommerce – Highly experienced

## Code and change management

- Anthill Pro – Highly experienced
- Subversion – Highly experienced
- CVS, ViewVC – Highly experienced

## Project management/methodologies

- Agile/Scrum – Highly experienced
- Waterfall – Highly experienced

## Soft/management skills

- Team management – Highly experienced
- Team lead/mentoring – Highly experienced
- Support/telephone skills training – Highly experienced
- Technical project lead – Highly experienced

## Media Production

- Video: Sony prosumer/broadcast video cameras – Highly experienced
- Photography: Canon prosumer still cameras – Highly experienced
- Lighting: Pag lights – Highly experienced
- Sound: Sennheiser, Beyer microphones – Highly experienced
- iLife, Final Cut Pro – Highly experienced
- Adobe Premiere Pro, After Effects – Highly experienced