Iain Mitchell

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Profile

Software practitioner with over twenty years' experience in a wide variety of industries. Accomplished at technical leadership, providing strategy, architectural direction, and nurturing talent within organisations.

Strong advocate of Agile and Lean practices, has a consistent record of improving quality and reducing waste within teams and the wider organisation. Motivated by delivering customer value, not features.

Employment History

Snyk (Nov 2022 to current)

Snyk is a developer-orientated cybersecurity company that is used by 1000s developers worldwide.

Staff Architect

Supports multiple teams in the Test Orchestration group by providing technical guidance, mentorship, and expertise in addressing more complex technical issues.

- Developed and effectively communicated the technical strategy for the group, leading to a notable increase in staff NPS score on strategy, transforming detractors into promoters.
- Facilitated FedRAMP certification by addressing technical gaps and leading the effort to migrate the Snyk Code Stack to the Snyk for Government Environment.
- Enabled the migration of ~45% of Snyk Code traffic over to a universal Test Orchestration, by researching and leading the development of a new solution to apply security policies to Test results.
- Increased Code AI Fixes by ~17% by leading an initiative to enable generation of Fixes from the PR Check experience. Involved collaborating with teams from Machine Learning, Test Orchestration, and PR Check experience to design and implement a comprehensive solution.
- Mentored four colleagues who successfully advanced to Staff positions.

MoneySuperMarket (Dec 2021 to Nov 2022)

MoneySuperMarket is one of the UK's largest comparison sites, offering a wide range of products including insurance, credit cards, and mortgages.

Platform Architect

Provided technical direction for the Infrastructure, Data and Developer Experience teams.

- Oversaw a program to migrate the Kubernetes infrastructure from a self-managed cluster on EC2 instances to Amazon Elastic Kubernetes Service (EKS). This reduced the overhead of managing the estate by over 60% and allowed engineers to focus upon other challenges.
- Successfully reduced internal engineer help queries by approximately 24% by concentrating the Developer Experience team's efforts on creating concise yet comprehensive internal documentation.

Co-op Digital (Apr 2019 to Oct 2021)

The Co-op is a diverse family of retail businesses, including food, funerals and insurance. Co-op Digital is a catalyst for moving the organisation towards agility and a more evidenced based approach.

Principal Engineer

Technically led a group of teams initially in Funeral Care and subsequently within the Web Platform

- Fostered a collaborative culture through mob programming, that involved colleagues from design and product teams. This approach allowed Funeral Care to quickly adapt to emergency COVID-19 regulations for the deceased, successfully updating all internal tools and external websites within just two days.
- Reduced the cost of hosting company websites by more than 50% by transitioning from dynamically rendered CMS pages to a solution utilising a static site generator.
- Mentored three employees, each of whom successfully advanced to the next level in engineering.
- Worked with other Principal Engineers across the company to devise a strategy for engineering work that could be offloaded to third-parties.

BBC - Platform API (Mar 2015 to Apr 2019)

The BBC is a British public services broadcaster. Platform API provides distribution of metadata for Audio Visual content, written journalism, and other supporting resources.

Software Engineering Manager

Oversaw engineers and product managers across two teams, providing technical leadership and architectural direction while making time to collaborate with engineers through pairing sessions

- Ran an initiative to reduced load by ~34% on a struggling graph database, by offloading simpler API requests to alternative data storage. Encouraged team to follow an Event Sourcing pattern with use case specific materialisations.
- Led the development of a specialised metadata publishing pipeline for BBC News video clips, significantly reducing the p95 publication time from approximately 50 minutes to about 5 minutes. This achievement was made possible by decoupling the new pipeline from other program metadata workflows, ensuring faster and more efficient content delivery.
- Implemented a FinOps culture across teams, resulting in a significant reduction of approximately £50,000 in monthly cloud computing costs by identifying and prioritising major cost-saving work.
- Collaborated with other technical leaders to significantly streamline BBC North's recruitment process, reducing the average pipeline time from four weeks to just two weeks.

Code Computerlove (Dec 2013 to Jan 2015)

Code Computerlove (now EM Code) are an award winning digital agency who develop websites for clients such as HMV, Amnesty International, Oxfam, Channel 4, BBC and Brother.

Technical Director

Responsible for overseeing all five engineering teams and defining the technical strategy and direction for the organisation.

- Enhanced the reliability of a client's website by achieving an average uptime of 99.95%, significantly improving its ability to withstand traffic surges.

- Successfully increased the number of junior and apprentice engineers from 2 to 8 by fostering partnerships with local universities and cultivating a supportive organisational culture.

Contract Software Engineer (Jun 2013 to Dec 2013)

Havas Health Care (Aug 2013 to Dec 2013)

Allegro Networks (June 2013 to Aug 2013)

LateRooms.com (Oct 2011 to June 2013)

Laterooms.com was one of Europe's leading hotel reservation websites.

Principal Software Developer

Technically led a team of engineers in the hotel connectivity domain.
- Identified and resolved a defect in hotel availability logic that prevented ~£500k a year of lost revenue.

Selima (June 2008 to Oct 2011)

Selima provided custom HR, payroll and expense solutions for the public sector.

Principal Software Engineer

Waters (Dec 2007 to June 2008)

Waters manufactures mass spectrometers and liquid chromatography systems.

Software Control Engineer

ClinPhone PLC (July 2001 to Dec 2007)

ClinPhone provides IT solutions for the pharmaceutical industry..

Software Engineering Team Leader (Apr 2007 to Dec 2007)

Senior Software Engineer (Jan 2006 to Apr 2007)

Software Engineer (Oct 2002 to Jan 2006)

Production Programmer (July 2001 to Oct 2002)

Technical Skills

Languages	JavaScript/TypeScript, Golang, Python, Ruby, C# & Scala
Tools	AWS, Docker, K8s, SQL/NoSQL/Graph DBs.
Techniques	Test Driven Design (TDD), Continuous Integration/Delivery, Pair/Mob Programming, Domain Driven Design (DDD), Agile & Lean software delivery, Wardley Mapping

Community

Speaking	Has spoken at various events including the BBC's software engineering at scale event, XP Manchester, and NW Ruby.
Writing	Rethinking Distribution on BBC Tech Blog Dunning-Kruger Effect in Software Development

Education

Dip (comp) Diploma in Computing, Open University, Sept 2000 to June 2002 (Part-time).
BA (hons) Development Studies, University of East Anglia, Norwich, Sept 1995 to June 1998.
A-Levels: Geography, Economics, and Biology. Wilsthorpe Sixth Form, Nottinghamshire, June 1995.

Interests

Music	Played guitar in the local band Advances in Mathematics.
Sports	Cycling, swimming and running. Also is a ~~long suffering~~ Nottingham Forest fan.