

Ieuan Jenkins Curriculum Vitae

Professional Work

Data Engineer (part-time, freelance), [Suffolk Wildlife Trust](#) | *Suffolk, UK* / *Oct 2024 - Present*

I am providing data engineering services for a bioacoustic monitoring project led by an environmental charity in association with [DEFRA](#).

Tech Lead (Infra), [Epi-interactive](#) | *Te Whanganui-a-Tara, Aotearoa (remote)* / *May 2023 - Apr 2024*

As a senior leader at Epi-interactive, a Posit partner specializing in open-source data visualization, dashboarding, and analytical tool development, I led the infrastructure team and reported to the managing director. My team helped organizations optimize their data science infrastructure by providing expert guidance and support.

Key Projects

- Established a prioritised 12-month roadmap for security improvements;
- Designed and introduced a formalised client support process including tiered SLA metrics;
- Produced company policy documents covering IT, data security and acceptable use of AI;
- Led budget review and cost-saving initiatives for AWS infrastructure resulting in a 12% saving.

Experience

- Led client projects from initial engagement, discovery and project scoping through to implementation and delivery;
- Gave public talks and webinars on the application of DevOps within the data science field and assisted in developing corporate marketing strategy;
- Recommended improvements to internal review and feedback processes as part of senior leadership team;
- *Technologies: R and Python data science ecosystems including Shiny & Quarto, Posit Workbench/Connect, Moodle, various AWS services.*

Lead Site Reliability Engineer (SRE), [HotDoc](#) | *Melbourne, Australia (remote)* / *Dec 2021 - Oct 2022*

Senior leader of the SRE team, reporting to CTO and Head of Security, Privacy, and Reliability at Australia's largest patient engagement platform serving over one-third of Australians.

Key Projects

- Established a prioritised roadmap and aligned projects with other teams;
- Led supplier reviews, account management and expenditure review and forecasting;
- Identified and prioritised security enhancements including SOC2 readiness work;
- Established a formal incident response and review processes in coordination with customer support team;
- Implementation of self-hosted Rudderstack infrastructure to provide HotDoc with a comprehensive Customer Data Platform.

Experience

- Supported growth and personal development of two team members;
- Ruby on Rails and Sidekiq async job performance and resilience work;
- Technical writing including documentation of system architecture and runbooks;
- *Technologies: AWS products including EKS, WAF, CloudWatch, Elasticache and Postgres, Buildkite CI/CD, Fastly CDN, GCP IAM & BigQuery.*

SRE Practice Lead, [ClearPoint](#) | *Tāmaki Makaurau, Aotearoa / Jul 2021 - Nov 2021*

Consultant alongside [Kiwibank](#) and [ThoughtMachine](#) to implement a new core banking platform based around ThoughtMachine Vault.

Head of Platform, [Koodoo](#) | *London, UK / April 2018 - Dec 2020*

As Koodoo's first engineer, I built and led the Platform Engineering team to support the UK mortgage industry's first cloud-native SaaS platform. This platform integrated with over 40% of the UK mortgage lending market and powered mortgage categories for 45% of the UK price comparison market by Q4 2020. I also led the technical aspects of a critical business pivot and sale of Koodoo's earlier venture, Dynamo.

Key Projects

- Led the technical aspects of a critical business pivot and sale of earlier venture, Dynamo;
- Architected and created IaC-defined GCP Kubernetes environments for Koodoo's microservice-based applications including CI/CD pipelines;
- Helped design and build near real-time data analysis pipeline via Pub/Sub and Snowflake;
- Designed system architecture behind a white-labelled mortgage tool for people affected financially by COVID-19, enabling lenders to maintain compliance with rapidly changing FCA requirements.

Experience

- Managed the growth of several engineers, helped develop company's recruitment strategy including organising several graduate events and expansion to nearshore development teams;
- Provided technical liaison for external pitch meetings and RFP documents, coordinated procurement processes and oversaw relationship management with suppliers;
- Helped establish risk management procedures and worked with external penetration testing teams. Also planned a company-wide roadmap for InfoSec certification under Cyber Essentials with a view to ISO 27001;
- *Technologies: GKE, GCP networking including VPC, Cloud NAT and Load Balancing, Bitbucket, GitHub, CircleCI, Kustomize, Helm, Terraform, NGINX ingress controllers, Stackdriver, Prometheus, Grafana, Jaeger, G-Suite, Okta and DNS management.*

DevOps Engineer, [Euromoney Institutional Investor](#) | *London, UK / Jan 2017 - Mar 2018*

Member of an agile DevOps team primarily focused on the migration of an in-house CMS platform and associated websites and services from a Managed Hosting Provider into Azure.

Technologies: Azure products including: App Service Environments, API Management, Storage, Networking and Azure CLI/PowerShell, Cisco ASA firewalls, F5 BIG-IP load balancers, Incapsula WAFs, Zabbix, Puppet and Ansible.

Lead Systems Engineer, [Acturis](#) | *London, UK / Oct 2011 - Dec 2016*

Led the Systems team responsible for managing and maintaining the on-prem infrastructure of a leading UK insurance SaaS provider.

Technologies: Windows Server, Microsoft Failover Clustering, Exchange, Hyper-V and SCVMM, IIS, MDT, SQL Server, PowerShell, Oracle Database, MySQL, Jenkins CI, QlikView, Spring tcServer, EMC and HP Server hardware.

Education

Electronic Engineering (BEng Hons), [University of Durham](#) | *Durham, UK / 2008-2011*

- School of Engineering and Computer Science at the University of Durham, UK;
- Final year project on repairing missing data in 3D laser scans considered for professional publication;
- Awarded University College Colours and invited to join the Van Mildert club for contributions to college as Technical Director.

Activities and Interests

- Volunteer with the [New Zealand Department of Conservation](#) and [Suffolk Wildlife Trust](#);
- [Pacific Crest Trail thru-hiker](#): hiked over 4000 kilometres in 4 months self-supported from Mexico to Canada through the Mojave desert, the Sierra Nevada and Cascade mountain ranges walking up to 70km in a single day;
- Ultramarathon running, rock climbing and endurance mountain biking.