Phone: 0413 195 775
E-Mail: career@andrewmclachlan.com
Web: www.andrewmclachlan.com

Location: Brisbane
Nationality: Australian

ANDREW MCLACHLAN

PROFILE

- Engineering lead and architect with over 21 years of experience
- Over 5 years of experience leading teams and architecting secure, scalable, cloud native solutions
- Proven track record of delivery
- Experience in Insurance, Construction, Commercial Real Estate, Finance and Media

KEY SKILLS

Engineering management	**Agile patterns and practices**
Team building	**Azure PaaS architecture**
Communication	**GitHub administration**
Scalable cloud native solutions	**DevOps Engineering**
Solutions architecture	**Front and back-end Software Engineering**

KEY ACHIEVEMENTS

- Managed delivery of a suite of integrated applications for Laing O'Rourke
- Built a Software Development team of 20, including developers, product owners and testers
- Designed a cloud-native solutions architecture based on Azure Platform-as-a-Service (PaaS)
- Developed DevOps strategy, automating build, deploy and infrastructure-as-code
- Managed product owners, quality assurance and development teams
- Instituted new development standards and ways of working

EXPERIENCE

Engineering Lead, Willow Inc   July 2023 – Present

Management

- Responsible for three teams, IoT Services, Advanced Analytics and Marketplace across Australia and South Africa.
- The teams were broadly responsible for collection and processing of customer data, primarily IoT telemetry, but also service tickets, utility bills etc. The Advanced Analytics team utilised AI (LLMs and Machine Learning) to gain insights into customer data.
- Project-managed the migration of all customers onto a new Azure architecture, ensuring the process incurred no loss of data
- Devised and documented the cloud disaster recovery policy.
- Improved customer support, by training and empowering the first-line support team and ensuring that second-line support met internal and external SLAs.

Delivery

- Delivered ActiveControl, a key differentiator for the business that allowed data-derived insights to be actioned directly on the customer's IoT infrastructure.
- Delivered an AI chatbot prototype that helped win a contract with a large US retailer.
- Strong focus on reliability of data collection, with many improvements to minimise outages and data-loss incidents.

Application Development Manager, Laing O'Rourke   **May 2019 – June 2023**

Delivery

- Worked with business engagement to propose an innovative platform of applications to make significant cost savings and increase the quality and availability of key data to the business. The two key business areas were supply chain management and the construction project lifecycle.
- While the new platform was being delivered, also responsible for development and maintenance of a number of ongoing and legacy applications. This involved careful management of limited resources against competing priorities.
- As part of the successful delivery, formalised the agile approach with Scrum, encouraging the teams to become self-organising and ensuring the processes and tools supported the teams in delivery. The development process was also formalised, including new coding standards and review process.

Leadership

- The software development team was initially only two developers. To facilitate this programme, the team was grown to 16 developer at its largest, eventually incorporating dedicated automation testers and product owners in one team.
- Shared our practices and technologies with colleagues in the UK to align our approach, as well as define new global standards that lead to the adoption of GitHub and Auth0. Was the global platform owner for GitHub.
- During the transition to a new organisational structure, took on engineering manager responsibilities, including resourcing, budgeting and vendor negotiations.
- Worked on our ISO27001 implementation, delivering the secure development policy.

Architecture & DevOps

- Responsible for the Architecture of the entire solution, including the technology stack (Azure PaaS, .NET Core, ReactJS) and defining and implementing strategies for Integration, Security, High Availability and Disaster Recovery in Azure.
- Strong focus on security, including using best practices for secure coding, authentication / authorisation, DevSecOps and least privilege while finding opportunities to integrate with the existing change management process.
- Made significant cost savings in our Azure estate, cleaning up over-scaled and unused resources. Designed an Infrastructure-as-Code strategy to ensure consistency across environments.
- Initially there was very little defined process in terms of DevSecOps. Built out the capability with GitHub, TeamCity and Octopus Deploy, ensuring all code was subject to review, security scanning was in place and limiting production access to a small subset of the team.

PREVIOUS EXPERIENCE

Senior Software Engineer, Tatts Group / Tabcorp (Contract)	**Feb 2019 – May 2019**
Sitecore Specialist, 4impact (Contract)	**Jan 2018 – Dec 2018**
Feature Team Lead and Technical Lead, 4impact - RACQ (Contract)	**Mar 2014 – Dec 2017**
Software Engineer, Queensland Government (DHPW) (Contract)	**Jan 2014 - Mar 2014**
Software Engineer, Fujitsu Australia Software Technology (Contract)	**Apr 2013 - Nov 2013**
Software Engineer, SG Fleet (Contract)	**Apr 2012 - Apr 2013**
Software Engineer, Fairfax Media (Contract)	**Oct 2011 - Mar 2012**
Senior Web Developer, Carlson Marketing (Contract)	**May 2011 - Sep 2011**
Software Engineer, Reed Business Information (Contract)	**May 2010 - Apr 2011**
Technology Consultant and Developer, Chello Publishing (Freelance)	**Jan 2010 - Apr 2011**
Software Engineer, London Underground (Contract)	**Dec 2009 - Apr 2010**
Software Engineer, Wildnet Group (Contract)	**Sep 2008 - Oct 2009**
Senior Software Engineer, Priocept	**Dec 2006 - Aug 2008**
Developer, Ascent Media Group	**Feb 2005 - Dec 2006**
Software Engineer, Accenture	**Jan 2003 - Jan 2005**
Programmer/Web Developer, Zurich Insurance	**Sep 2000 - Sep 2001**

EDUCATION AND QUALIFICATIONS

2021   **Microsoft Certified: Azure Developer Associate**

2018   **Professional Scrum Master Level 1 (PSM-1)**

2018   **Sitecore 9.0 Certified Platform Associate Developer**

2014   **Sitecore Certified .NET Developer**

2008   **Microsoft Certified Professional Developer**
Designing and Developing Enterprise Applications for .NET 2.0

2007 - 2009   **Microsoft Certified Technology Specialist**
.NET 3.5 Windows Communication Foundation (WCF)
SQL Server 2005 Implementation and Maintenance
.NET 2.0 Distributed Applications Development
.NET 2.0 Web-based Client Development
.NET 2.0 Windows-based Client Development

2004   **Sun Certified Business Component Developer (including SCJP 1.4)**

2002   **BSc (Hons) Computer Science, Upper Second Class**
University of Portsmouth, accredited by the British Computer Society

REFERENCES

Available on request