Eakan G

Senior Engineering Manager

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PROFESSIONAL EXPERIENCE

Kaluza, London — *Senior Engineering Manager — Platform Engineering*

DEC 2021–PRESENT

An intelligent retail energy platform that's a spin-off from Ovo Energy.

- Established the *Quality Engineering* Team, enabled the delivery of the first Journey Testing capability that reduced incidents by 20%.
- Scaled the team of Infrastructure SREs to productionize the *central application deployment platform*, to reduce retailer environment bootstrapping time.
- Scaled the offshore teams and oversaw the *Managed Infrastructure Migration* program to consolidate Retail applications into the central platform, achieving an estimated cost savings of around £2.4 million per annum.
- Facilitated the first *table-top Disaster Recovery* exercise for the *Core Billing Pipeline* and set up a play book for running this annually to be compliant with ISO27001.
- Improved confidence of SREs in 24/7 on-call through Paper Game days, resulting in 100% sign-up for *Out of hours* on-call.
- Restructured the squad for efficiency, creating the *Platform Engineering* team, reducing meetings and narrowing focus on the most valuable work.

CFC Underwriting, London — *Engineering Manager / Tech Lead*

MAY 2018–NOV 2021

An insurance underwriting company that pioneered Cyber Insurance. I helped scale the in-house technology department from 15 to about 60 in 3 years.

- Delivered seamless integration of Claims and Finance at CFC and improved efficiency of the financial reconciliation by 7x.
- Led the delivery of audited self-service capabilities to replace repetitive data correction/reporting tasks and improved efficiency of IT support operations by 4x.
- Established the team and worked on delivering the award-winning *Cyber Response App* with our partner, Software Mind.
- Developed a simple feature toggle system to decouple deployments and releases.

FactSet Europe Limited, London — *Engineering Manager / Senior Software Engineer*

OCT 2015–APR 2018

Workflow Manager is a no-code workflow creation and scheduling app, that allows users to create extract, transform, and load workflows of financial data. The primary team was based in London, while closely collaborating with the US, India, and Philippines.

- Led the delivery of several user experience improvements, focussing on the application's responsiveness for global users, reducing application response times by more than 80%.

- Re-architected the core application to decouple concerns, enabling contributors to *the application* targeting different client groups — *internal & external*, to make changes with little or no coordination, thereby reducing incidents in production
- Led the migration of source code and deployment pipelines for all teams of *Content Management Tools* from Perforce to Git, thereby improving developer experience.
- Collaborated with teams globally to plan releases and ensure 24/7 support for the systems and coordinate incident management.

FactSet Europe Limited, London — *Senior Software Engineer*

DEC 2013–OCT 2015

Database Library is the backbone of FactSet's database updates and the internal source of data update events.

- Re-architected the central *content integration notification* platform to cope with newer logical data clusters, enabling it to tackle 50% more notifications per day.
- Modernised the web application's user interface — improving load times by 10x for users in APAC.

FactSet Europe Limited, London — *Content Integration Engineer*

JAN 2011–DEC 2013

FactSet Market Aggregates provides aggregate values of financial metrics at an index level that help analyse markets and portfolios.

- Migrated the proprietary object-oriented database and all related data update systems to HP's distributed column store database, Vertica to *improve daily data update speeds by 90%.*

Tech Mahindra Limited, Mumbai — *PL/SQL Developer*

JUN 2007–JUL 2009

Joined as a graduate in 2007 to British Telecom's Billing and Rating team and became a key contributor in a short period.

- Won multiple awards for being a high performing graduate developer — Cookie and Star Performer
- Topped the graduate training program

EDUCATION

University of Southampton, UK — *Masters in Web Technologies*

SEP 2009–OCT 2010

Amrita School of Engineering, Coimbatore, India — *Bachelors in Computer Science and Engineering*

JUL 2003–APR 2007

TECHNICAL SKILLS

Programming languages	Typescript, JavaScript C#, Perl, SQL, PL/SQL, DCL, bash, c-shell, Java

Cloud Services	Azure, AWS and GCP
DevOps & CI/CD	Jenkins, Perforce, Git, Kubernetes, Argo CD Helm, GitHub Actions, Azure Pipelines
Project Management	Agile, Kanban, Scrum, Jira, Azure DevOps, Confluence

VOLUNTARY INITIATIVES

- [KubeHuddle 2022](#) — *volunteer organiser* — took *Kaluza SREs* to KubeHuddle for free.
- Founder of *Kaluza Tech Share Working Group* — championing the sharing of lessons learned, encouraging peer to peer learning and organising our Weekly *Tech Share*.
- As an *Ethnic Diversity Community Lead*, I organised and spoke at [*Babbasa Insights Day*](#), *2023;* engaging with young people from ethnic minority backgrounds, inspiring them to consider a job in tech.
- Facilitator of *Engineering Managers' Community of Practice* at Kaluza, a community to support one another, have a shared understanding of what good looks like, discuss common problems.
- Creator and host of *Interview with a Senior Leader* at Kaluza — shared learnings from engineering leaders who have experienced and overcome the challenges that engineering managers face today.