

# ALISTAIR SHAW

## ENGINEERING LEADER

alistairshaw@gmail.com • (440) 403-5658 • www.alistairshaw.com • Rocky River, OH 44116

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As an experienced engineering leader and systems architect, I specialize in the design and development of software and engineering teams with a focus on value delivery, scalability and distributed systems. My proven ability to lead and grow engineering organizations to meet specific business goals leads to improved outcomes and effective scale. I bring excellent business acumen and communication skills to go with my technical expertise and I am a skilled and passionate mentor, tech evangelist and training lead.

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### SKILL HIGHLIGHTS

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Strong Organizational Skills • Team Building • Excellent Communicator • High Pressure Environments • Engineering Culture  
Engineering Delivery and Performance • Organizational Scale • Systems Resilience and Scalability • Data and Metrics  
Collaboration and Leadership • Mentoring and Upskilling • Value Delivery • Business Acumen  
Continuous Integration and Delivery • Domain Driven Design • SOLID Principles • Microservices Architecture  
Event Driven Systems • Systems Design • APIs and Integrations • Agile Techniques

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### EXPERIENCE

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#### LOOP RETURNS - Columbus, Ohio

January 2020 - Present

##### Staff/Principal Engineer

- Built out and established two new teams from scratch, including a cross-functional product team and a new platform team.
- Laid the foundations for a microservices and event driven architecture by implementing an event bus and extracting critical functionality from the monolith into small, independent services.
- Led continuous learning and training sessions on a weekly basis to improve code quality across the entire organization, helping to reduce escaped defects by 50%.
- Worked closely with the Director of Product to improve measurement of value delivery across all product and engineering teams.
- Oversaw initiatives to improve application performance, reducing P99 average latency by over 33%.

##### Interim Director of Engineering

- Grew the engineering organization from 6 to 16 over a 9 month period.
- Pushed forward with continuous integration, continuous delivery and other practices and frameworks for organizational scale, reducing MTTR by 90% and further improving release velocity.
- Scaled application architecture and infrastructure to 10x capacity to meet predicted holiday needs.
- Led the re-orientation of the engineering organization to product driven, cross-functional teams.
- Delivered big data pipeline infrastructure and tools to allow Loop to start building a data analytics competency that has since become a major part of Loop's offering, generating significant revenue.
- Delivered infrastructure as code, observability and monitoring frameworks; exceeding expectations for uptime through the 2020 holiday season.
- Established a culture of growth, continuous development and collaboration; leading to an engineer churn rate of less than 5% and one of the strongest "Culture Amp" scores in the industry.

##### Engineering Team Lead / Manager

- Built a platform and infrastructure team from scratch.
- Trained teams on refactoring and object oriented principles to improve code quality and increase velocity.

- Led a CI/CD implementation that successfully reduced time to deploy by 95%, increased the number of deploys per month by a factor of 3 and significantly improved our ability to release safely without downtime.

**SPRINT MEDIA - Tewkesbury, United Kingdom**

**January 2017 - January 2020**

**Chief Technology Officer**

- Oversaw hiring and on-boarding to grow the development team by 50%.
- Put into effect a new project management system, allowing us to more efficiently allocate resources, reduce the need for meetings and eliminate costly developer time tracking.
- Introduced a new toolchain and started a transformation to a more scalable microservices architecture in order to prepare for sales expansion into new markets.
- Performed a security audit across physical infrastructure, cloud infrastructure, corporate offices, VPNs and company hardware. Ran a project to implement all recommendations from security experts.

**Lead Software Engineer**

- Significantly strengthened code quality by implementing best practice code review processes and automated testing; including unit, integration and acceptance tests with Selenium and headless Chrome.
- Overhauled scalability, reliability and uptime of SaaS product (Campus) by splitting the existing monolith into multiple distributed services and optimizing database queries, endpoints and queue consumers.
- Inspired development team to improve skills with a combination of mentoring, training days and improved communications between tech leads and team members.
- Implemented zero downtime policy with multiple data center failover, multi-node database replication, data integrity monitoring and regular backups for fast disaster recovery.
- Orchestrated the refactoring of existing MVC code to leverage domain driven design and SOLID principles while continuing to deliver new features, driving customer growth and retention.

**ALISTAIR SHAW CONSULTING LTD - Nottingham, United Kingdom**

**July 2015 - January 2017**

**Software Architect**

- Engineered a complete SaaS video e-learning and collaboration platform for the medical industry using a distributed services architecture. Created services to support the automation and deployment of multiple marketing and news aggregation platforms for sales and marketing.
- Founded a unique SaaS CRM, e-commerce and marketing automation platform (vendirun.co.uk). Forged partnerships with clients to improve the software based on customer feedback quickly and efficiently. Spearheaded a “zero bugs” initiative designed to increase customer retention and satisfaction.

**AMBITIOUS DIGITAL LTD - Nottingham, United Kingdom**

**September 2012 - July 2015**

**Director of Engineering**

- Built, trained and mentored a multi-disciplinary team of talented engineers.
- Used excellent communication skills and business acumen to help secure diverse projects for the company - including an online language learning platform and a warehouse management / stock control system for a large electronics company.
- Architected and led development and release of a highly successful SaaS CRM and marketing product for Sprint Media.

**138 SUNGAME - London, United Kingdom**

**July 2012 - September 2012**

**Software Development Lead**

- Developed and launched the main marketing portal and primary website for the UK debut of the 138 Sungame online gambling portal.

- Unified and led three teams of developers, designers and UX experts across international offices in London, Singapore and Malaysia.

**ARIAS UK LTD - London, United Kingdom**

**June 2011 - July 2012**

**Head of Online Services**

- Accelerated and enhanced the delivery of a custom video streaming platform into major customers such as Investec and the Environment Agency.
- Meaningfully reduced developer turnover by mentoring and training. Took responsibility for client interactions, meetings and management on behalf of the team, allowing them to focus on the work.
- Spearheaded diverse projects for major clients including Disney, Expedia and OMD.

**FREELANCE CONSULTANT - Marbella, Spain**

**June 2009 - June 2011**

**Web Consultant**

- Delivered on time and under budget websites and web applications for a variety of international clients in industries as diverse as real estate, finance and hospitality.
- Specialized in email marketing systems and relational database design and administration.

**OBELISK INTERNATIONAL - Marbella, Spain**

**October 2006 - June 2009**

**IT Manager**

- Implemented an Active Directory network, streamlining the IT department and improving average time to resolution for the sales team from over 2 hours to just 10 minutes.
- Massively optimized the speed and responsiveness of the CRM system by bringing the hosting in-house and optimizing database queries and improving the code base.
- Built advanced data pipelines and ran data analytics operations to help identify new markets and opportunities for business expansion.

**Lead Developer**

- Enhanced the rapid growth of the company into new sectors by quickly delivering and iterating on new marketing and sales websites for each department.
- Improved the CRM system by forming solid relationships with the sales team and other users in order to gather data about specific issues and requirements.

**Web Developer**

- Revamped the corporate website and associated landing pages, increasing inquiry conversions and lead generation by almost 200%.
- Designed and built a complex CRM and ERP system, saving the company an estimated 250 man-hours per week. A figure that would rise to 750 man-hours per week in 2007 as the company grew the sales team by a factor of three.