

# Christopher Mitchell MEng CEng MIET

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A dynamic engineering leader, and part of the senior leadership team at Monterosa, with extensive experience scaling high-performance teams, driving technical innovation, hands on software engineering design and development, and aligning engineering strategy with business objectives.

Proven track record in transforming development tooling and processes to improve speed of product development and release from weeks, to hours, and reducing operational maintenance costs by more than 80%.

A strategic thinker and influential leader, curating trusting and communicative environments within development teams and leading teams towards agile methodologies for product development, focusing on delivery of quality increments.

Adept at growing and managing agile teams, locally and remotely, including mentoring, coaching and performance management and assembling teams with complementary skill sets. Proactive in managing team capacity and resource profiles across product development lifecycles.

An empathetic listener with excellent communication skills with technical and non-technical audiences.

## Key Accomplishments

### Leadership & Strategy

- Merged the customer solutions and product development teams to create one delivery team, with a product first approach, improving code reuse
- Worked cross-functionally with the design team to ensure continued use of existing components and highlighting of iterations, rather than regularly defining brand new components

### Technical Vision & Innovation

- Defined the architecture of a next generation of web product to enable a massive reduction in maintenance time, while enabling the wider team to contribute to product development
- Also defined the continued support and migration of customers from legacy product, to next generation product
- Championed the use of AI tools within the team helping the team move faster

### Scaling Teams

- Mentored multiple engineers from junior developers, to become architectural thinkers and solution engineers
- Set goals and training plans for team members to upskill and take ownership of more complex tasks outside of their original knowledge

### Operational Efficiency

- Engaged with team members to understand repetitive tasks, and developed tooling for them to take a repetitive and manually heavy 10 minute task, to two, immediate, CLI commands saving hours per week, per developer
- Created a visual resource profiling chart, connected to our time planning tool, to be able to see at a glance the resource skill profiles required at any time across multiple projects, and be able to immediately see bottlenecks and proactively solve them.

### Leading Transformation

- Took a team of custom solution engineers who would rapidly develop custom solutions for individual customers, leading to code waste, and reoriented them into a team with a product first approach, massively reducing code waste while improving architectural patterns

# Certifications & Education

## Amazon Web Services (AWS)

- Cloud Practitioner - Foundational

## Institution of Engineering & Technology

- Chartered Engineer

## University of Exeter

- MEng (Hons) Electronic Engineering - 2:1
- International Study - Czech Technical University - Prague

# Technical Skills

## Software Development

- JavaScript, TypeScript, React Hooks, Redux Toolkit, Jest, React Testing Library, Node.js

## Bundling Tools

- Webpack, Rollup, Parcel, Vite, NextJS

## Serverless Tools

- AWS CDK, API Gateway, Lambda, SQS, SNS, SES, IAM, CloudFront, Cognito

## Version Control & CI/CD Deployment

- Git, GitLab CI/CD, GitHub Actions, Bitrise

## Data Storage

- AWS S3, DynamoDB, MongoDB, Redis, MySQL, PostgreSQL

## Containerisation

- Docker, Kubernetes

# Employment

## Monterosa

### Engineering Manager

June 2024 - Present

#### Engineering Manager - Front-End

- + Managing three development teams across web and native application development and solutions delivery
  - + *Active in mentoring and coaching of all team members, helping with developing problem solving skills as well as detailed technical tools*
- + Resourcing and recruiting for development teams
- + Owning and maintaining a suite of products, all built from a bespoke set of component parts, and developed across the teams
- + Overseeing architectural decisions made by Engineering Leads, helping with applying holistic thought and design of new features to work across all products
- + Development and maintenance of tooling for development teams to test and ship product faster
- + Collaborating closely with sales and marketing to provide estimates and ensure we're resourced for delivery

## Engineering Lead

June 2021 - May 2024

### Core Web Product Engineering Lead

- + Managing two teams with seven developers and three QA team members building feature rich React modules and applications
  - + *Line management of development team ensuring constant two-way feedback*
- + Supporting Product and Sales teams with feasibility estimations
- + Improving team scrum process with a continuous aim of increasing predictability and velocity
- + Development and configuration of application build/bundling and deployment tools
- + Creating onboarding documentation and process to give new starters a great joining experience
- + Creating clear working practice guides and documentation for development team
- + Coaching team members on aspects of cloud platforms (AWS)

### Client Solutions Engineering Lead

- + Joined Monterosa in Client Solutions, taking the core web product and adding individual adaptations for specific customers; later, chosen to manage the core product team
- + Delivering multiple, concurrent, rapid turnaround projects from client kickoff to launch and maintenance

## GB Group PLC

### Head of Integrations

March 2019 - June 2021

#### Software Design & Development

- + Architecture design of microservices for Kubernetes based web platform
- + Stateless app design, development and deployment with Node.js, Express, Prometheus, Docker, Spinnaker and Kubernetes
- + Test development using Mocha and Chai

#### Process Improvement

- + Focus on streamlining scrum team processes to maintain and improve delivery quality and velocity
- + Defining software rules and practices for consistency and maintainability

#### Management

- + Managing a team of nine developers split into two sub-teams
  - + *Team structuring, resource planning, interviewing and hiring*
- + Developing myself and team members through regular two-way feedback sessions
- + Presenting updates from the technology team to the wider company

## Early Career

### Automotive Engineering

September 2011 - February 2019

In my earlier career, I held progressive positions in automotive technology engineering, working for Jaguar Land Rover and Tata Motors.

I led specification and systems engineering design for a multi-modal speech recognition platform for Jaguar Land Rover, spending 5 months in India with our software engineering team, successfully ensuring quality deliveries.

I managed programmes and team members while innovating on technology solutions and found my passion for software engineering, moving to GBG to head up their web platform.