

Robert Waller

Aylesbury

Phone: 07989 305 762

Buckinghamshire

Email: rdwaller1984@gmail.com

LinkedIn: [/in/robdwaller](https://www.linkedin.com/in/robdwaller)

GitHub: <https://github.com/robdwaller>

Website: <https://rbrt.wllr.info>

General Skills: Engineering Leadership, Team Management, Product Design & Development, Tech Strategy, Agile, Scrum, Mentoring, Budgeting, Hiring.

Technical Skills: Solution Architecture, Amazon Web Services (AWS), Artificial Intelligence, Datadog, MongoDB, Docker, PHP, TypeScript, JavaScript, SQL, GraphQL, Bash, Git.

Personal Statement

I am an engineering Director and leader who helps engineers and companies drive performance by fostering well-being, collaboration and technical maturity. I like to work closely with product teams to understand customer needs so my engineering teams can improve user experience and business performance.

I've worked in software engineering for nearly 20 years in industries such as Health, Travel, Government and Digital Marketing. I've spoken at conferences, released widely used Open Source Software and created the first anti-bot algorithm for Twitter in 2012.

In my next role, I'd like to further develop my engineering leadership skills in a collaborative, can-do environment.

Career Highlights

TELUS Health, Director, Product Engineering

October 2022 - Present

I lead the globally-based, 70-strong, Product Engineering team which builds and maintains the TELUS Health One platform. The TH1 platform provides employees with access to mental health and wellbeing services. It is used by many thousands of companies globally and supports more than 50m employees.

During my tenure, I have guided the team through a challenging merger and acquisition process; worked closely with Product to deliver significant product initiatives; helped boost platform observability with the rollout of Datadog APM and RUM; completed significant migrations to platforms like MongoDB Atlas to improve performance; supported Women in Tech initiatives; helped the sales and customer support teams with client requirements; And been involved in start-up acquisition processes.

TELUS Health, Head of Backend Engineering

January 2021 - October 2022

I led the backend engineering team which supported the TELUS Health One platform. Initially, the team was 25 strong but I grew it to 40 within 18 months.

My role provided engineering leadership and vision; architectural oversight and guidance; support for individual engineers; close work with Product on the roadmap and deliverables; helped the engineering, infrastructure and security teams with the rollout of best practices; and initiated significant platform upgrade projects.

Eurostar, Solution Architect

July 2019 - December 2020

Eurostar is a European rail operator and package holiday provider. I worked within their online development team as a Solution Architect. I helped define technical solutions so Eurostar could deliver its business goals. The role involved technical research, coding, documentation, stakeholder consultation, and mentoring.

The projects I focussed on included security and content management. This included work on Auth0, Content Security Policies, and Jam Stack technologies such as Sanity and Vercel. The languages involved included TypeScript and Scala. I left my role due to the impact COVID had on the travel industry and Eurostar's business.

Breakthrough Media, Head of Technology

May 2016 – July 2018

Breakthrough Media were a communications agency where I was Head of Technology and ran the software development team. It included front-end and back-end developers, DevOps, QA and project management, and the team ranged in size from 8 to 16.

My role was both hands-on and managerial and included a lot of strategy, architecture and consultation work. I helped design several systems including data warehouses for Breakthrough's government clients. In addition, we managed and built data insights tools using Python, JavaScript and Tableau, along with some AI and Natural Language Processing work. The team also build and maintained 40 content websites for government and public sector clients.

For full details on my work history please refer to my LinkedIn profile.

<https://www.linkedin.com/in/robdwaller/>

Education

Lancaster University 2002-2005, BA 2:1 History

Hobbies & Other Information

I have a family, two boys, who help keep me busy. I enjoy sports, watch a lot of football and like to exercise. I have a passion for history and philosophy so I read regularly and attend meetups. I also enjoy TV, film and gaming.