Ki Lead Frontend Engineer *2021 - 2022*

Ki is an early stage startup working to make the archaic Lloyd's of London specialised insurance market more efficient with algorithmic underwriting. Ki was created in 2020 as a spin off from the parent company - Brit. Ki leaned on development partners in Google and UCL - before taking the engineering capability in house shortly after they began trading in January 2021.

I was a very early engineering hire at Ki - and helped scale the engineering team to around 30. Ki wrote £400 million premium in it's first year, and £800 million in the second. Growth that is completely unheard of inside the Lloyd's market.

ki-insurance.com

I started at Ki a week after it's launch, just as the team from Google was beginning to roll off the project. I worked on documenting their work and "productionising" the whole frontend.

We began quickly adding additional "classes of business" to Ki - allowing us to write a larger percentage of the total Lloyd's market. We started with around 4 classes, and shipped another 20 over the two years. Developing each 'class of business' required working tightly across engineering, data science, product and actuarial.

Company wide "user centricity" has been core to Ki's success. User research can enable use to do great work - I regularly sat in on user interviews, and worked closely with our underwriting team to ensure that our engineering team understood what it's building - and why.

As the company grew, I started running a squad - primarily focused on working on the "Next Gen" of Ki. We worked with the design and UX team to implement a design system that will be used for all of Ki going forward.

I also helped shape an a migration away from Firebase to Auth0 (enabling MFA across our apps), working on a Retool (https://retool.com/) application (as a low-code solution for some of our more awkward underwriting problems).

TypeScript React React Testing Library React Hook Form Redux Jest Material UI Kotlin

IBM Squad Lead *2020 - 2021*

At IBM I worked within an agile, cross-functional team focused on delivering products for IBM's business partners.

The London office space took existing applications from within IBM that was unloved (but strategically significant) - and showed the products the love they deserved! When rethinking them we employed a design led approach, and worked closely alongside our design team - comprised of researchers, designers and a behavioural scientist.

After an extensive training process, I became a XP trainer (https://en.wikipedia.org/wiki/Extreme_programming) and was responsible for helping squads adopt the practices into their ways of working.

My Sales Activity (MySA)

MySA is a web app where for business partners to apply for sales opportunities with IBM. The application we inherited was a large, confusing angular.js monolith - that was hastily put together and had an unclear direction.

Around ~$11B (or ~15% of IBM's annual revenue) flowed through this system.

I was the first external hire for the brand new MySA team - and it was incredibly rewarding moving from the initial knowledge transfer phase, to running the application from London, to re-inventing the application from the ground up.

As squad lead, I was dependant for breaking down and delivering epics, ensuring the squad was healthy and successful, and helped promote best practices within both the development and product teams.

Node.js Angular.js React React Testing Library Cypress

XP Farm

After working as squad lead - I became really interested in how teams work together and how we can do our best work. We slowly began adopting XP in our domain - and I jumped at the opportunity to take up a teaching role to help understand it, then advise the squad and wider domain.

I did extensive training into software craftmanship, focusing on DDD (https://en.wikipedia.org/wiki/Domain-driven_design) and the core values, principles, and practices around Extreme Programming.

Extreme Programming TDD DDD

IBM Fullstack Developer *2018 - 2020*

As well as my normal developmental duties, I also worked on many region wide campaigns within IBM, teaching the domain about design thinking from a developmental point of view and the value of user centricity.

I was also involved with the hiring process; we expanded from around ~20 to 60 within a year. I hired a total of 20 people for the space - and found the ability to help shape the culture of IBM a very rewarding experience.

My Sales Activity (MySA)

The first task for MySA was to move ownership into London and build a squad around it. We started with trying to understand the business case for the product, working through the monolith. In the background we took a design led approach to re-think the product. We broke out a couple of smaller experiences and rewrote them using React and used IBM's Carbon Design System (https://carbondesignsystem.com/) .

Re-thinking the application was huge undertaking, but a really interesting experiment in sustainable, responsible system (re)design. We delivered the new experience, without dropping continuity, and whilst improving the users main pain points around complicated processes and complicated jargon (a hallmark of IBM systems).

Node.js TypeScript Angular.js React React Testing Library Cypress Docker OpenShift Serverless

MySA i*

After rebuilding the MySA application - our next challenge was to fix its biggest, flakiest dependency - MySA i*.

When MySA i* was experiencing downtime - it would have a knock-on effect with MySA. A great MySA experience was dependant on a reliable MySA i*.

We broke off a squad from the existing MySA tribe to handle the migration and knowledge transfer. I led this impromptu team to safely and swiftly move over the application into London, using a similar approach to the initial MySA move.

Java Selenium Docker Travis Jenkins

Status Page

There were reports from some business partners that "IBM's applications are never available". Status Page was built to openly verify that claim, alert development teams when issues did occur and help repair the relationship between IBM and its business partners.

To verify whether an application is 'working' or not - merely 'pinging' the server isn't enough. Each application that was onboarded to Status Page wrote end-to-end selenium tests for the "critical paths" of their application.

We built a web dashboard and a test runner for the selenium tests.

Node.js TypeScript React Web Sockets Kubernetes GraphQL Selenium HashiCorp vault

Edelman Deportivo Data Engineer *2017 - 2017*

After about a year at Edelman, I moved to London with the company to primarily work on creating and reinventing their internal processes through software enablement.

One of my focus areas was in 'Edelman's Predictive Intelligence Centre' (Epic) leveraging natural language processing (NLP) to perform semantic and topic relevance analysis, which alongside psychological models (like the Big5) - painted a holistic picture of a brand's audience.

With the AiMEE insights engine, and Apex - EPIC created data driven content experiences, marketing campaigns and communications that could authentically engage their audiences.

AiMEE

A tool created for the internal Edelman Influencer team to programmatically evaluate and choose appropriate influencers for PR campaigns - based on social media feeds and content.

The tool utilised IBM's Watson, Google's Natural Language Processing, and SMMRY to perform semantic and tagged content analysis to help the team make data driven influencer campaign choices.

Node.js TypeScript Vue D3.js MongoDB Twitter API Puppeteer IBM Watson Google Natural Language SMMRY

Edelman Apex

A custom built survey application built for the internal EPIC team to answer questions about influencers after performing a content review.

Node.js TypeScript D3.js MongoDB

Shell global driving experiment

A 12 market, multi-language research piece that was a deep dive into driver analytics and behaviour. We used route tracking, a facebook chatbot, and an emotion monitoring band to analyse driver behaviour and mood.

Node.js TypeScript MySQL

Edelman Deportivo Technical Developer *2016 - 2017*

At Edelman deportivo I delivered successful and award winning PR campaigns for clients like General Electric, Microsoft, LEGO, Nissan, and HP.

Edelman Beta

An application built to refresh and rethink Edelman's stale graduate scheme. I helped create a 'digital easter egg hunt' with meticulously-crafted clues - to make their recruitment experience unlike any other.

Edelman Beta was nominated for the 2017 Cannes Award for Integrated Marketing.

Node.js TypeScript MongoDB

Ralph, the Lego chatbot

A custom-built chatbot that provided relevant LEGO gift suggestions based on likes and interests.

Ralph reached over 2.69 million people, with 1.2 million post engagements around the bot, and achieved an unparalleled engagement rate of over 45%. Ralph proceeded to have conversations with over 50 thousand potential new customers.

He was responsible for driving 25% of all in-season online sales, and provided a 6x return on ad spend within certain markets.

Node.js TypeScript Contentful

HP Omen Challenge

A live eSports scoreboard connected to a custom “Player Unknown: Battlegrounds” API that tracked kills exchanged real money live on stage at Gamescom 2018, in Cologne, Germany.

The scoreboard was broadcasted to the live commentators and the 3.2 million live viewers on twitch.tv - and is currently used for all HP Omen eSports events.

Node.js TypeScript WebSockets MongoDB

gepower.com

A 3,000 page content migration/merge of 3 different GE websites into a new central hub, along with a complete navigation overhaul. The project also included managing a GE wide upgrade from AEM version 5.6 to 6.3 - affecting around ~50 sites total.

AEM JSP AWS

fieldcore.com

A highly confidential AEM project a short turn-around time for the announcement of a new GE partnership.

AEM JSP AWS

University of Bedfordshire Student *2013 - 2016*

I studied Computer Science and Software Engineering BSc (Hons) at the University of Bedfordshire and finished my studies with a 1:1 degree classification (First).

Dissertation

I explored the role VR systems could have in treating amblyopia (a common eye condition). I analysed the problems with the existing treatment options, emulated peer reviewed treatments on an Oculus Rift using Unity then evaluated how VR Headsets could be used as an affordable alternative treatment device.

Unity C#

Bright ai App Developer *2012 - 2013*

I worked within a small development team to create Android and iOS apps in the heart of Brighton’s startup scene.

My Secret Folder

My Secret Folder was an app for storing encrypted files privately and securely on iOS devices. Access to the app was behind a password lock, and whenever it was opened - a selfie was automatically taken and the ‘attackers’ location was sent to the owner’s email. The application was incredibly successful and I worked on developing it into a whitelabeled product.

JavaScript Objective C Java

Thanks for reading!

Feel free to message on LinkedIn (https://www.linkedin.com/in/ollie-w-1b9318125/)