

Gordon Rudman

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Global team leader with experience in people management and development. Skilled software architect. Over a decade of software development experience in diverse technologies and multiple industries (Telecoms, Financial Services, Online gambling, Securities Exchange and Manufacturing Automation). Client-focused and expert in creating world-class software. Proven track record of delivering state-of-the-art products to market. Passionate, results-orientated, forward-thinking leader.

Career Aspirations

Currently interested in architecture or leadership roles.

Excel at delivering Greenfield projects in innovative companies that allow a high level of autonomy.

Some Interests: Internet of Things (IoT), Arduino, Electronics, Games Development, Microservices, Cloud, Native Mobile Apps, Large scale systems, challenging problems, 3D Modelling and 3D Printing.

Areas of Expertise

Leadership (5 years+)

Fluent in English (both spoken and written)

Excellent communication skills

People manager

Training, mentoring and coaching experience

Project planning and timeline management

Stakeholder management

Customer engagement

Agile and Scrum experience (10 years+)

Certified ScrumMaster - #186127

Managed on-site and offshore staff

Strong experience in technical delivery

Many successful projects

Software Architecture and Development (15 years+)

C# .Net framework (10 years+)

MS SQL Server and other databases (15 years+)

Other languages (7 years+)

Big picture vision and ownership

Managing non-functional requirements

Risk mitigation and quality assurance

Experience of high volume, business critical, systems

Database design, data Modelling & performance tuning

Design patterns and practices. Coding standards

Security and concurrency

Microservices, messaging, REST, Web services

Framework, API and library design experience

[Please see [appendix](#) for more details]

Career History

Aspect Software. Ireland

2012 – 2015

Provides call centre software to two-thirds of the Global Fortune 50. 2000 employees in 21 countries. Revenue of \$450 Million

Principal Software Engineer & ScrumMaster (R&D):

2012 - 2015

- Led 11 member multi-national R&D team (in Ireland, USA, China and India) as ScrumMaster.
- Hands-on role creating the architecture, design and code of the real-time reporting system.
- Conducted research projects, tested technology options and performed benchmarking.
- Researched latest technologies related to messaging and complex event processing.
- Chosen for key role in creating a Performance Management product, that has since been released.
- Researched claims-based security and created detailed guides to be used across the enterprise.
- Collaborated across 3 teams to move the suite of products to claims-based security, enabling SSO.
- Created licence enforcement mechanisms.
- Designed and created custom extension point to the Performance Management product, to allow customers to import their own custom data to be combined with build-in metrics and dimensions.

Alexander Forbes. South Africa

2010 – 2012

Alexander Forbes is a leading provider of financial, risk, insurance and investment solutions internationally. 4 000 employees worldwide.

Senior Systems Analyst:

- Collaborated across multiple cross-functional departments to develop a system which automatically prints and seals thousands of personalised letters each month. Resulted in substantial cost savings.
- Re-architected key backend integration system to achieve 50x increase in performance.
- Developed complex visualization tool for the early identification of dirty data.
- Built customized auditing and user management frameworks.
- UI expert covering multiple projects:
 - Created Silverlight Application for clients to manage their accounts & insurance claims.
 - Built special plugin system to overcome file download limits imposed by banks.
 - Established a simple & robust n-tier fault tracking system across multiple applications.

ATM Solutions. South Africa

2009 - 2010

The largest independent operator of ATMs in Africa. The parent company for a group of other payment related companies.

Enterprise Architect (Group IT):

Promoted 2010

- Selected for the architecture and design of all the software systems for the group companies.
- Reported directly to the CTO and coordinated closely with the PMO and IT infrastructure leaders.
- Liaised directly with the group business leaders, regarding all current and future software projects.
- Instilled a culture of quality and craftsmanship within the software development department.
- Defined software design guidelines, practices and standards for the department.
- Coordinated a B2B initiative that allowed for a major bank to become a new customer / partner.
- Setup fraud prevention mechanisms, audit trails and secure communications.
- Run a project to provide banking clients with real-time transaction notifications via SMS and email.
- Eliminated many security issues to gain PCI-DSS compliance and higher accreditation.
- Improved the performance of numerous important parts of business systems by 100x or more.

Software Development Manager (Group IT):

Promoted 2009

- Led the entire Software Development Department while designing all new systems.
- Transformed departmental culture by correcting significant pre-existing issues:
Poor morale; high stress; lack of quality control; many bugs; skill shortages; poor product delivery.
- Completely stopped severe pre-existing staff attrition, resulting in substantial recruitment savings.
- Restructured entire software development process, creating a professional dependable department.
- Mapped departmental deliverables, tracked progress and managed staff KPIs.
- Conducted interviews and was actively involved in recruiting new staff members.
- Trained, mentored and coached staff, and dealt with issues hampering their performance.
- Encouraged social interactions within the teams, and enabled team building activities.

Team Lead (Group IT):

2009

- Led, mentored and trained a team of developers from diverse backgrounds & skillsets.
- Performed essential SQL data recovery operations that allowed ATM solutions to remain in business, and prevented reputational damage to the group companies.
- Performed root cause analysis to diagnose the cause of business critical defects.
- Initiated and successfully executed a plan to eliminate the causes of more than 90% of the defects.
- Corrected crippling flaws in vital business systems allowing the group of companies to get accurate data for the first time in many years.

Derivco (Microgaming Inc.). South Africa

2006 – 2009

The company is the leading software provider to the online gambling industry. 400+ casinos use their platform. Was concurrently studying at the time.

Technical Team Lead: Real-time reporting

Promoted 2008

- Managed a team to deliver the real-time reporting system and integrated it with the PCM platform.
- Managed staff KPIs, mapped and tracked team deliverables, as well as other management tasks.
- Later selected as a key member of a special task force to rescue an important project that had been created by a subcontracting firm. Improved the performance of this system by many orders of magnitude, allowing it to handle millions of online casino players (instead of just hundreds).

Software Developer 2 & ScrumMaster: Player Communication Manager (PCM) Promoted 2007

- Built a very large SaaS Call Centre Management Platform (Player Communication Manager - PCM) to enable hundreds of online casinos to communicate directly with all their players. The system enabled over 10% revenue increases for clients, equating to millions of dollars per casino.
- Designed a system to track millions of online casino players, in real-time, as they moved through the different parts of the heterogeneous online casino games & other software components.
- Created a system to allow real-time, multi-channel communications using messaging protocols.
- Constructed a localization and globalization system, to simplify and standardize translation work.
- Learnt Flash to build PCM Health Monitor as a side project. It provided real-time, interactive, status monitoring for the numerous PCM servers, databases and software components. Resulted in early fault and bottleneck detection, as well as much quicker recovery times, thus increasing uptime.

Software Developer 1

2006

- Upgraded the core banking system to support multiple currencies and languages, allowing the company to pivot to (and capture) new markets in the wake of industry-crippling legislation.
- Constructed a loyalty management platform for 400+ online casinos, increasing their revenue.
- Developed data integrity monitoring system to identify SQL data replication flaws.
- Created a QA enabling tool to automate the testing of hundreds of essential web services.

Securities and Trading Technologies. South Africa

2005 – 2006

Leading supplier of shares & securities trading software to the Southern African banking industry. Was concurrently studying.

Software Developer & Technical lead (Frameworks):

- Designed and architected the next generation platform for application development in C# .Net. The platform was adopted by all product suites in the company, resulting in higher performance, a fresh user experience and increased customer satisfaction.
- Conducted presentations, training courses and mentorship programs to teach all the developers in the company about C# and how to best leverage the new platform.
- Built an automated application delivery system similar to ClickOnce (long before Microsoft).
- Created the low-level TCP communications protocols for the Johannesburg Stock Exchange project.
- Reported to IT Director.

Contracting, while studying

1992 – 2004

Software Developer & Entrepreneur:

- Created interactive monitor & control software for the Ford & Mazda vehicle factory in South Africa.
- Created promotional material for a university - was distributed to thousands of potential students.
- Established software systems and websites for numerous businesses (Age 14 - 22).
- Founded and successfully ran a small toy company/factory with multiple employees (Age 11 - 13).
- Started programming (Age 10).

Education and Training

Numerous online courses: (eg: Soft Skills, Security, Messaging, Android, Big Data...)	Pluralsight, Coursera	2012-2015
Certified ScrumMaster (CSM:186127) (By Mitch Lacey - Scrum Alliance)	Microsoft	2012
TOGAF Certified Training (Enterprise architecture course)	RealIRM	2011
Advanced Distributed System Design with SOA and DDD (By Udi Dahan - Microsoft MVP)	iSolve	2010
Building Rich Internet Applications with Silverlight	Microsoft	2010
Postilion (Financial payments and transaction routing in the banking industry)	S1 / Postilion	2010
Introduction to VS2010 and .Net 4.0	iSolve	2009
Tuning and Optimizing Queries using Microsoft SQL Server (2784a)	IT Intellect	2007
Agile: An intermediate introduction	SQS	2007
Communications and assertiveness	Deloitte	2007
Patterns and Practices	Dr. Fritz Solms Training	2006
Building COM+ Applications using MS.Net Enterprise Server (Microsoft 2557)	Netscope Training	2005
C# with Microsoft .NET (Microsoft Course 2609)	Netscope Training	2005
BSc Information Technology and Computer Science: Software Engineering (First class honours)	University of South Africa (UNISA)	2004 - 2007
BSc Information Technology and Computer Science (First class honours)	University of Pretoria	2002 - 2003

[Also attended numerous other courses and conferences]

Personal Interests

Teaching / Training, Business, Investing, Electronics, Robotics, Internet of Things (IoT), 3D Printing & Manufacturing, Photography, Racquetball / Squash, Rugby, Game Development, Software Development

Appendix A – Personal side projects

Mobile App/Game	Xamarin, Android	2015-Present
Electronics projects	Electronics, Arduino, C, C++	2002-Present
Personal Website	ASP.Net MVC, C# SQL, HTML, CSS, Wordpress	2009-Present
.Net Framework extensions	C#	2011-Present
File management system	C#, C++, D, SQL, ASP.Net MVC WebApi, SQL	2011-Present
Assembled a 3D printer		2015
Duplicate file finder	C#, SQL, Firebird	2013
Xbox & PC Game	XNA, C#	2012
CD/DVD Cataloguing application	C#, SQL Compact Edition 3.5	2009
PCM Health Monitor	Adobe Flex, ActionScript, WebOrb, C#, SQL	2009
Many utility programs	C#, SQL, Delphi, Paradox	2004-2008
Electronics control API	Delphi	2003
Lossless Audio Compression	Assembly/Assembler language	2003
A fully functional Auction Website	Java (JSP, Servlets, etc.), JavaScript, HTML, CSS	2002
Photo management application	Java, Swing	2001
Chicken Farm Management Apps	Java, Delphi, Excel	2001
A drawing program	Turbo Pascal	1999
2x Games (2D scroller & Quiz)	Turbo Pascal	1998
'Snake' game	Basic, 386	1993
Learn to code (self-taught at 10)	Basic, Commodore 64	1992

Appendix B – Skills usage

Aspect Software

High levels of concurrency, Micro services, C# .Net, Asp.Net WebApi, WCF, SQL, Database design, MS SQL Server, EF, SSIS, NoSQL, MongoDB, Agile, Scrum, TFS, TDD, Asp.Net MVC, HTML, TypeScript, Javascript, KnockoutJS, RabbitMQ, Google Protocol Buffers, RESTful APIs, Windows Services, Multi-threading

Alexander Forbes

SQL and .Net Performance tuning, C# .Net, WCF, Asp.Net WebApi, SQL, Database design, MS SQL Server, EF, SSIS, SSRS, Asp.Net MVC, Silverlight, HTML, Javascript, CSS, Agile, Scrum, Waterfall, TFS, GoCD

ATM Solutions

SQL Performance tuning, Encryption, C# .Net, WCF, Asp.Net MVC, Asp.Net WebApi, SQL, Database design, MS SQL Server, Nhibernate, Asp.Net MVC, Silverlight, HTML, Javascript, CSS, Agile, Scrum, Waterfall, SVN, Continuous Integration, OWASP, PCI-DSS, Payments Industry, Postilion S1, SOAP, REST

Derivco

Huge systems, SQL Performance tuning, high levels of concurrency, C# .Net, WCF, Web Services, SQL, Database design, MS SQL Server, SQL Service Broker, Nhibernate, Asp.Net, Asp.Net MVC, Flash (Flex), WebOrb, HTML, Javascript, CSS, jQuery, Ajax, Jabber (XMPP), DevExpress, Scrum, Waterfall, UML, SVN

Securities and Trading Technologies

TCP/IP and Socket programming, Framework & Platform development, Interop, C# .Net, .Net Remoting, Delphi, DCOM, COM+, Win32, SQL, Database design, MS SQL Server, Agile, eXtreme Programming (XP), UML, SVN (Subversion), Visual Source Safe, Security & Encryption

Education, contracting and other projects

Java, C# .Net, C++, C, Artificial Intelligence (AI), UML, Assembly, VB6, VB.Net, Delphi, Pascal, Java JSP, HTML, CSS, SQL, Database design, MS SQL Server, Oracle, Linux, XNA, Android, Git, Networking, Win32, Wordpress, Scada, Ladder programming, OOP & SOLID, SolidWorks, Photoshop, Arduino, Electronics, PHP