Joseph Earl

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Values

Through 13 years of professional experience in software delivery and leadership roles, I have found that good software is delivered through close customer collaboration and a happy workforce. Guided by the Lean and Agile philosophies, I continuously seek opportunities to learn and improve. My respect for people fosters an environment that fuels innovation, collaboration, and growth. I believe the ability to respond quickly to customer demands through clean, easily maintainable code and practices like DevOps and continuous deployment is the key to business success.

Experience

Principal Software Engineer @ Motability Operations

Jun 2023 — Present

Leveraging Generative AI and Machine Learning to improve CX and drive efficiencies in customer support. Managing the technical delivery of and the team responsible for the Motability Scheme online account (React, micro frontends, Node.js, Java, Spring Boot, Quarkus) to over 700,000 customers.

- Reduced call centre call wrap times by using AI to automatically summarise and categorise call notes
- Introduced a process for managing vulnerabilities to the team, reducing the MTTR by 85% to <7 days
- Improved monitoring and alerting for the team, reducing the number of alerts developers need to respond to each day by 80%
- Set quarterly technical OKRs for the team, resulting in the modernisation of all frontend applications to React 18 and backend applications to Java 17 and latest

Spring Boot/Quarkus major versions
- Established an InnerSource programme for sharing code internally across Motability Operations, increasing the number of libraries created and shared

Principal Technical Consultant @ Waracle

Nov 2022 — May 2023

Providing technical strategy and advice to some of the UK's most pioneering clean tech startups and largest financial services and energy providers.

- Developed project proposals for clients, winning over £2M in new work
- Created and shared white papers on technical topics such as GitOps, Developer Portals and Compliance as Code, building brand awareness

Lead Technical Consultant @ Thoughtworks

May 2016 — Nov 2022

Leading teams to deliver large scale technology modernisation, capability development and digital product development for some of UK's leading brands.

- Incrementally replaced a legacy monolithic B2B financial web application with a modern microservices (Java, Kotlin, Spring Boot, Kubernetes) and micro frontend (React, Node.js) architecture, reducing the time for key business processes from days to minutes
- Introduced continuous delivery practices to a leading grocery chain, increasing deployment frequency from once a month to multiple times a day

Chief Technology Officer @ Lenio

Sep 2015 — Apr 2016

Leading the technology function of an early stage FinTech startup to build out the technology capability and efficiently deliver cross-platform application prototypes (React, Ionic, Node.js) for further investment.

Head of Mobile @ Powa Technologies

Jun 2012 — Sep 2015

Managing multiple native mobile teams (iOS, Objective-C, Swift, Android, Java, Windows Phone, C#) to deliver innovative omni-channel retail experiences and mobile payment

solutions.

Lead Android Developer @ BirdGuides

Nov 2010 — May 2012

Developing a native Android application for bird enthusiasts.

Books that have influenced my thinking

[Radical Candor](), [Managing for Happiness](), [Leaders Eat Last](), [Superteams](), [Lean Enterprise](), [Accelerate](), [Project to Product](), [Team Topologies](), [The Phoenix Project](), [The Goal](), [QED]()

Education

MSci Theoretical Physics @ Imperial College London

Jan 2006 — Jun 2010

Studying the universe and gravity with computational methods (C++, MATLAB).