RHYS CALLAGHAN

Software Engineering Manager | Go, AWS, Kubernetes | 4 teams, 99.97% uptime

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SUMMARY

Engineering manager who leads platform teams on systems that can't go down. Runs four teams and 26 engineers behind a telehealth and booking platform used by 1.4 million patients and 3,000 clinics, at 99.97% uptime over the last three years.

Close enough to the code to review an architecture and sit in on an incident, but measured on the teams: how often they deploy, how fast they recover, and how many engineers are still here a year later.

CAREER HIGHLIGHTS

- Took the booking service from 1.6 seconds to 220 milliseconds at p95, and from 300 to 4,000 requests a second, by moving it onto an event queue and retiring the old synchronous path, with no downtime at cutover.
- Moved 40 services from a single data centre to AWS over 14 months, cutting infrastructure cost by 24% ($1.2M a year) while uptime went up.
- Grew the platform group from 9 to 26 engineers across four teams, with 12-month retention at 92% and three engineers promoted to tech lead.

EXPERIENCE

Software Engineering Manager, Platform, Lantana Health Systems — 2021 to now

Four teams, 26 engineers. Platform behind 1.4 million patients and 3,000 clinics. Owns uptime, security and $3.8M a year in cloud spend. Reports to the Chief Technology Officer.

- Took deploys from weekly to around 30 a day by building one delivery pipeline with automated tests and canary releases.
- Cut mean time to restore from four hours to 25 minutes by introducing on-call rotations, runbooks and blameless incident reviews.
- Led the engineering work for ISO 27001 certification, passed at the first audit with no major non-conformities.
- Started a graduate program that has hired eight engineers in three years; six are still on the team.

Senior Software Engineer, then Tech Lead, Pelican Ledger — 2016 to 2021

Accounting software for small businesses, 200,000 subscribers.

- Rebuilt the bank feed service in Go, processing 2 million transactions a day with the error rate down from 0.8% to 0.05%.
- Led a team of six as tech lead, delivering the payroll module on schedule; 40,000 customers used it in its first year.
- Cut database spend by $280K a year by moving reporting queries to a read replica and a data warehouse.

Earlier career

Software engineering roles in mining technology and telecommunications, including Software Engineer at Merriton Mining Systems and Graduate Developer at Kellbrook Networks.

EDUCATION AND CERTIFICATION

Bachelor of Engineering (Software)

AWS Certified Solutions Architect, Professional

TECHNICAL SKILLS

Go, TypeScript, PostgreSQL, Kafka · AWS, Kubernetes, Terraform · CI/CD and canary releases · Incident management · ISO 27001 · Hiring and growing engineers