

Hannah Baker

Software Engineer

Phone: +4479-515-45436

E-mail: hi@hanabee.me

LinkedIn: <https://www.linkedin.com/in/hannahbaker-28>

Summary

Results-oriented Backend Software Engineer specialising in the development of complex data intensive systems, prioritising scalability and site reliability. Proficient in server-side programming languages such as **C#** and **Golang**, complemented by exposure to **Ruby on Rails**. Leveraging popular frameworks like **.NET** and **Rails**, I excel in building and maintaining robust web applications. My expertise extends to proficiently managing both **SQL** and **NoSQL** databases, optimising intricate queries for efficiency.

With a solid foundation in cloud computing platforms, including **AWS** and **Azure**, I bring a wealth of experience in deploying and managing applications at scale. Passionate about backend engineering, my true calling has been discovered within product teams. I am driven to utilise my skills to craft innovative solutions and features that elevate user experiences.

Having successfully transitioned from a backend engineer to an Site Reliability Engineer (SRE) role, I find greater fulfilment and motivation in the dynamic and collaborative environment of product-focused teams. My commitment is to contribute to the success of projects by combining technical excellence with a passion for enhancing the overall user journey.

Experience

Seasalt Cornwall

A retail clothing company with stores in the UK and US, known for its unique designs and sustainable practices.

- Software Engineer

MAY 2024 - PRESENT, REMOTE

- **Spearheaded** the transition from low-code logic apps to C# function apps, utilising the strangler pattern to ensure seamless integration and minimal disruption.
- **Established Reusable Code Practices** by developing a company-wide private NuGet feed to facilitate the creation and distribution of reusable code packages, enhancing efficiency and code consistency across teams.
- **Improved Infrastructure Deployment**, I refactored all of the company's integration engine Terraform code, significantly improving deployment reliability and reducing downtime between deployments.
- **Engaged** with fellow engineers to establish standardised development practices, enhancing team cohesion and productivity.
- **Guided** peers in writing effective tests and resolving complex C# issues, enhancing the overall quality and reliability of backend code.
- **Authored** comprehensive code documentation for the existing integration project along with documenting any new changes, promoting better understanding and maintenance of the codebase.
- **Ensured Environment Consistency**, I developed scripting solutions to maintain consistency across Windows and Linux environments, streamlining development processes.

Technologies: C#, Terraform, Docker, SQL, Dapper, Azure, React, PostgreSQL, API Development

Deliveroo

An online food delivery company operating in the UK and globally.

- Site Reliability Engineer

JANUARY 2023 - MARCH 2024, REMOTE

- **Developed** a Global Repair Item tracking system to address large-scale vulnerabilities across multiple teams within Deliveroo.
- **Spearheaded** the design and development of DEFCON, a critical mechanism ensuring customer checkout during live incidents. Collaborated with downstream services, enhancing integration for optimal performance.
- **Established** SLOs and SLAs across engineering teams, promoting reliability and latency awareness.
- **Engaged** with engineering heads to improve system design and overall code reliability.
- **Led** Gameday group initiatives, enhancing site reliability and engineering response during system outages.
- **Single Handedly built** backend service, frontend application, CI/CD pipelines, and infrastructure for the DEFCON project.
- **Actively contributed** to the internal tooling template codebases along with improving documentation.

Technologies: Golang, Docker, Terraform, Kafka, AWS(Lambda, ECS,EC2, CloudWatch, DynamoDb, Secret Management), React, Typescript, DynamoDb, Datadog, Postgres, GRPC, Ruby on Rails, Snowflake

- Backend Software Engineer

MAY 2022 - DECEMBER 2022, REMOTE

- **Implemented** and **maintained** promotions and vouchers serving a global market of 7.3 million users per month.
- **Led** the project on existing customer promotions, enabling targeted and tailored promotions based on consumer characteristics.
- **Developed** the area-based promotions project, successfully piloted in Kuwait and released to a global user base, enabling hyperlocalization market strategies.
- **Built** internal tooling for marketing to manage promotions across markets, zones, restaurants, or users written in Golang, Ruby, and React.js.
- **Facilitated** UAT and development for the hyperlocalization project.
- **Managed** the onboarding of new engineers to our team.

Technologies: Golang, Docker, Terraform, Kafka, React, Typescript, Datadog, Postgres, GRPC, AWS(Lambda, ECS,EC2, CloudWatch, DynamoDb, Secret Management), Ruby on Rails, Snowflake, CircleCi, Express, NextJS

Aire Logic / Full stack Developer

JANUARY 2021 - MAY 2022, LEEDS

A UK-based IT consultancy primarily focused on improving healthcare systems.

- Implemented, innovated, and improved modular services for healthcare systems.
- Collaborated on the [LTHT - EHR modernisation](#) project, upgrading .NET Framework code to .NET Standard for seamless migration to Azure.
- Optimised Docker images for speed, dependability, and cost-effectiveness, integrating enhanced security measures.
- Significantly improved scripting and local build speed, reducing it from 40 minutes to less than a minute.
- Configured, maintained, and enhanced Azure DevOps CI/CD Pipelines.
- Assisted in configuring JIRA for visualising story progress across multiple boards and teams.

Technologies: .NET C#, Docker, React, Typescript, Postgres, GRPC, CircleCi, Rancher, Kubernetes, Azure Pipelines, CircleCi, AWS, Powershell, MongoDB, Lambda, XML, Liquid Templating, Jest, TestCafe, Nunit, Xunit

Jet2.com / Backend Software Engineer

JANUARY 2019 - JANUARY 2021, LEEDS

A leading leisure airline and package holiday provider.

- **Contributed** clean, clear, and well-tested code as part of the [multi-destination search](#) project, particularly contributing to the high-performance pricing engine. Achieved the industry's fastest search engine upon its 2020 launch.

- **Built** and **maintained** microservices using C# .NET and Akka.NET, ensuring scalability and performance through regular enhancements and monitoring.
- **Implemented** Specflow for BDD testing, Gatling for performance testing, and introduced Grafana and Prometheus for logging.
- **Collaborated** with frontend teams using Sitecore and Vue.js, contributing to frontend components when required.
- **Onboarded** and mentored apprentices, equipping them with the skills to thrive in a high-performance backend engineering team.
- **Deployed** microservices using Docker, Kubernetes, Helm charts, and Jenkins, contributing to the full deployment cycle.
- **Coded** metrics for Elasticsearch dashboards, aiding BAs and PMs in performance monitoring.
- **Improved accuracy** and reporting for Kibana dashboards.
- **Trained** new developers, offering resolutions to issues, and promoted best practices.
- **Documented** technical workflows and knowledge in the private wiki for onboarding new employees.

Technologies: .NET C#, SQL, Akka.NET, Kafka, Docker, Kubernetes, Rancher, Sitecore, Jenkins, Nunit, Xunit, Gherkin, Specflow, Azure Pipelines, Kibana

Keyloop - EnquiryMax / Full stack Developer

AUGUST 2017 - JANUARY 2019, LEEDS

- **Collaborated** with project managers on large-scale solutions, setting ambitious yet realistic coding milestones for pre-release software project development.
- **Developed** the TCF module for retailer groups, including JLR UK, Sytner, and Inchcape.
- **Created** national sales reports for Jaguar and Land Rover vehicles, providing insights for JLR UK EBITDA.
- **Developed** and **launched** the UK's first automotive fleet lead management system, enabling corporations to bulk configure and purchase vehicles from partnering retailers.
- **Pioneered** the e-signature feature, enabling customers to buy new cars remotely.
- **Designed, developed,** and **maintained** scheduler apps for automating reporting and maintained the national reporting system for JLR UK.

Technologies: .NET C#, SQL, AngularJS, VueJS, Javascript, JQuery, MySQL, Liquid Templating, AWS

WorkClever Digital / Apprentice - Junior Software Developer

JUNE 2016 - JULY 2017, CARLISLE

Technologies: .NET C#, .NET VB, SQL, Javascript, JQuery, PHP