



JAMES HIGGINS

CTO / Director of Engineering

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Manchester, United Kingdom

I build, lead and coach strong teams globally, using OKRs to ensure efficiency, scalability and value.

At Epos Now, I have driven the growth from a small development team into a scalable and efficient department of 93 elite individuals all over the globe, working seamlessly together. Following modern management, architecture and software standards to ensure excellence on all fronts.

With huge experience in technical architecture, project migrations and a focus on building teams. Also possessing a wealth of AWS Cloud solution design, domain & micro-service architecture. I manage and mentor engineers, collaborate with stakeholders to form product road maps and strive for operational excellence.

Delivering highly successful projects for Sony PlayStation, O2, Ascot, Sage, Epos Now, Pfizer, Astra Zeneca and many more.

At A Glance

CTO / Director

I find problems then use knowledge, experience, logic and data to solve them. I'm looking for roles where I can make a huge impact on not just a business but the careers of those around me.

I enjoy building scalable departments of excellent people, pulled together by common objectives. I love driving product direction, collaborating with stakeholders to provide clarity, vision and a road map that delivers.

Engineering Manager

I thrive when coaching teams of awesome people, seeing their careers bloom gives me an enormous buzz. Now leading leaders, I'm thoroughly enjoying re-learning management skills in order to train Engineering Managers in the best way I can.

Cloud Solutions Architect

Programming has been at my core since I was 11, building my first websites for local businesses. For 26 years, I've delivered everything from e-commerce to ticketing platforms, SMS and marketing solutions, to enterprise accounting.

Over time this lead to architecture, designing efficient, cost effective, resilient and secure cloud services.

Employment History

Director of Engineering at Epos Now, Norwich / Remote

April 2022 – Present

Epos Now are an AI driven embedded finance and POS platform, giving 70,000+ SMEs in 11 countries the technology to compete with giants. Here I lead leaders. I drive product, engineering, architecture and UX vision and collaborate with the teams to deliver.

I rely on all my experience to:

Manage a global Engineering Department. Taking the existing small dev team, I drove the formation of a scalable department, following the Agile Spotify Model to create tribes driven by OKRs to hit key business targets. I take accountability for failure and lead by example, resulting in a strong bond with the engineers and high performance.

Provide vision and strategy for our product, working with stakeholders to deliver products and features efficiently across a global team.

Deliver domain services and micro-services written in Go (Golang), gorgeous UI web applications written in React and PHP websites.

Architect AWS solutions, following the five pillars of the well architected framework (operational excellence, security, reliability, performance efficiency, and cost optimisation).

Innovate with the AI / R&D team, driving AI and automation solutions for common business problems, finding quick wins then sharing them with the wider business to make the biggest impact possible.

Train managers, developers, project managers and all manners of Engineering related roles in both hard and soft skills. Creating and delivering workshops effectively.

Tech Used:

Code: ReactJS, JavaScript/TypeScript, Golang, .NetCore.

Cloud Solutions Architecture: AWS, EKS, S3, CloudFront, Ec2, ELB, Kafka, RDS **Roles/Hats:** Manager, Mentor, Technical Architect, Developer, DevOps Engineer

Technical Architect at Sage, Manchester / Remote

2020 – 2022

I lead the technical design and development of cloud based apps, focussing on front-end app development & services in a micro-service infrastructure. My primary goal was to drive the standards of UI development, improve the workflows within the development teams. I planned how the more complex / critical areas of the UI/UX should work.

In September 2021, I delivered a highly complex reporting engine, prototyped and lead by myself, reusable across any Sage application, entirely metadata and config driven.

I developed training workshops & documentation on development and testing best practice, used by development squads in the UK, US, France, Spain and South Africa. This includes my workshops "Thinking in React" and "Testing Foundations for Modern UI Development".

Tech Used:

Code: ReactJS, JavaScript/TypeScript, HTML, CSS, .NetCore.

Cloud Solutions Architecture: AWS, S3, CloudFront, Ec2, ELB, SQS, SNS, RDS,

Head of Technology at Ashfield Health / UDG, Manchester, UK

2019 – 2020

Leading a team of technologists within a multi-national healthcare communications agency, working with the top global pharmaceutical companies to deliver digital products for web, events and at home.

My focus was to **drive innovation** across the whole of Ashfield and to bring added value to client campaigns. With my technical architect hat, I supported all technology projects, on top of the general line-management, project management and web / app development duties.

Head of Development at e3creative, Manchester, UK

2014 – 2019

Growing a team of 5 up to a mixed-skill, multi-award winning team of 30, **cultivating** junior developers into seniors and acting as a catalyst across the business.

Leading various projects from conception to maintenance, for Sony PlayStation, Ascot Racecourse, O2, Sage, Skittles, FlowTechnology, Manchester Pride, The Lowry and more. Including planning phases, server architecture, technical plans, development, testing and project management, across the range.

Consulting for Ascot and Enta as a domain expert working with payments, security and best practice, worth millions.

Education & Training

Cloud Solutions Architect, AWS

2021

Cloud Practitioner, AWS

2020

BSc (Hons) Software Engineering, UCLAN

2009

More Information

Awards

Innovation Award 2023
Epos Now Company Awards

Best Mobile App Award 2023
Puzzleword for Android

Best Digital Marketing Campaign 2018

Sony PlayStation Gear

Best Digital Marketing Campaign 2017

Ascot Racecourse Website

Best eCommerce 2018

FTUK White-label

Best eCommerce Platform - 2017

Sony PlayStation Gear

Languages

— English

— Spanish (A2/B1)

— French (A2/B1)

References

Marc Albaladejo, Director of Architecture from Sage

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John Muller, CTO from Epos Now

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Ezequiel Foncubierta, Director of Engineering from Epos Now

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