



Jack Caldwell

Head of Software Development



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Preston, UK

ABOUT ME

Experienced Head of Software Development with a strong track record of leading teams to deliver scalable, high-performance web applications. Adept at driving Agile and DevOps transformations, improving deployment frequency, and reducing defect rates. Passionate about fostering a culture of technical excellence, innovation, and continuous improvement in fast-paced environments.

EDUCATION

BSc (Hons): Computer Science

University of Liverpool

2006 - 2008

SKILLS

- Team Leadership and Technical Mentorship
- Go, JavaScript, TypeScript, React, and Node.js
- PostgreSQL, MySQL, MongoDB
- CI/CD Pipelines and DevOps (Terraform, Docker, Kubernetes)
- Cloud Architecture (AWS, Infrastructure as Code)
- Agile Methodologies and Continuous Improvement
- Web Performance, Security, and Accessibility

WORK EXPERIENCE

Head of Development

2023 - Present

ClearCourse Retail | Manchester, UK

In my role at ClearCourse, I lead the software development function, managing four distinct teams for the EKM, GiftPro, Sellerdeck, and Fetchify products within the retail division.

Key achievements:

- Elevated project delivery with Agile and DevOps transformations, increasing average deployment frequency from weekly to daily. In addition to a reduction in average defect rates from 38% to 13%.
- Led a major migration to microservices architecture within EKM, enhancing system scalability and improving storefront performance by 28% across key metrics.
- Standardised processes and tooling across products. This included leading the transition to Jira from each product's existing issue-tracking tools and implementing the SCRUM framework for agile software delivery.

Key responsibilities:

- Project Delivery: Directing the full software development lifecycle, ensuring projects are executed flawlessly, on time, and within budget, upholding premium quality standards.
- Innovation and Process Improvement: Driving technological innovation and process optimisation, adopting Agile methodologies and DevOps practices to boost efficiency and product quality.
- Technology Advocacy: Keeping the company at the technological forefront by integrating modern programming languages (Go, Node.js), and cloud computing platforms (AWS, Kubernetes), and advocating for continuous learning within my teams.
- Team & Resource Management: Conducting regular 1:1s, providing mentorship, and defining career development pathways for engineers.

Lead Software Engineer

2019 - 2023

EKM | Preston, UK

In my role as Lead Software Engineer, I led cross-functional developer teams in creating customer-centric features using modern technologies such as React, .NET, Node.js, and Go. My focus was on delivering high-performance, scalable solutions while ensuring high-quality user experience.

Key achievements:

- Revamped EKM's shop design section, significantly improving user customisation options and increasing engagement.
- Implemented observability standards across applications utilising Prometheus, Loki, Tempo, and OpenTelemetry, improving reliability and system health monitoring.

Key responsibilities:

- Led a team of 4 developers as part of the store management team, collaborating directly with product managers and UI/UX teams working on the admin portal of the EKM platform.
- Promoted continuous learning and knowledge-sharing through mentoring and code reviews, contributing to the professional development of junior developers.
- Championed agile methodologies to optimise team productivity and foster a culture of collaboration and continuous improvement.

DST I Manchester, UK

At DST, I focused on building and optimizing interactive front-end applications using JavaScript, React, and Node.js, collaborating with designers and back-end developers to create seamless user experiences.

Key achievements:

- Transitioned legacy front-end features to React, modernizing the user interface and reducing maintenance overhead.
- Set up client-side routing and data fetching with Next.js, improving site performance and reducing load times by up to 40%.
- Contributed to DST's observability efforts by implementing real-time error logging in front-end components, helping reduce production issues by 25%.

Key responsibilities:

- Developed reusable UI components in React and maintained state management with Redux, ensuring a smooth and consistent user experience.
- Integrated RESTful APIs with Node.js and Axios, handling data securely and efficiently across client and server.
- Worked on accessibility improvements, following WCAG standards, to make the application more inclusive and user-friendly for a wider audience.

Freelance Web Developer

2014 - 2017

Self Employed I Manchester, UK

As a freelance web developer, I built custom web solutions for clients using JavaScript and Node.js, with a focus on responsive, dynamic interfaces.

Key achievements:

- Delivered a responsive eCommerce application using React and Stripe API, which boosted client sales by 30%.
- Designed a reusable component library in React for small business sites, allowing for quicker development cycles on new projects.
- Built and deployed a REST API with Node.js and Express for a booking system, streamlining the client's appointment scheduling process.

Key responsibilities:

- Managed end-to-end projects, from gathering requirements to deploying live applications using JavaScript, Node.js, and Next.js.
- Integrated third-party APIs for additional functionality, including Stripe for payments and Twilio for SMS notifications.
- Provided clients with ongoing support and updates, focusing on performance optimization and user-centered design improvements.