Richard Merchant

TECH LEAD / SENIOR SOFTWARE ENGINEER

Profile

Richard is an accomplished Software Engineer with a strong focus on achieving results. With over ten years of experience, he has demonstrated exceptional leadership skills in guiding high-performing teams to success. His portfolio boasts a series of noteworthy accomplishments, including delivering award-winning projects. These projects encompass various applications, from large data-driven websites to hybrid mobile apps, and have spanned multiple industries such as publishing, e-commerce, travel, and food.

Employment History

Senior Software Engineer, AND Digital, London

MAY 2017 — PRESENT

Richard joined AND Digital in 2017, bringing over a decade of experience as a software engineer. During his time there, he has taken on various high-profile projects in roles such as Frontend lead, senior engineer and tech lead.

Tech Lead - Rewards App, IAG Loyalty (AND Digital), London

NOVEMBER 2022 — PRESENT

Richard is the tech lead for the Rewards App, a platform that allows Loyalty customers to collect and spend Avios for Aer Club, Vueling Club and British Airways Executive Club.

He collaborates closely with product managers and designers, leveraging his technical expertise to translate ideas into action and lead a team of engineers to bring those ideas to life. He utilises AWS, Terraform, Docker, Node.js, Typescript, React, React Native, Redux and champions Agile methodology and Scrum

Richard's role consists of

- Collaborating with other software engineers to foster continuous learning.
- Define and shape the architecture and infrastructure to support our applications.
- Conducting research, developing, and testing early prototypes and solutions to validate their technical feasibility while aligning with the user's and business requirements.
- Ensure best practices are followed through code reviews, pair programming and static code analysis tools.
- Responsible for ensuring that our applications and supporting services remain up to date and consistently meet the highest standards of quality.
- Providing coaching and mentorship to team members as part of their growth and development

Tech Lead, Gousto (AND Digital), London

APRIL 2022 — SEPTEMBER 2022

Richard investigated Gousto's Marketplace codebase and architecture, submitting a detailed report on how to run experiments on the Web and iOS.

He was responsible for setting up the team environment, onboarding other team members and delivering four key experiments to improve customer uptake of Marketplace products by 3.5%.

Richard was able to utilise his full-stack development knowledge to guide a team of backend, frontend and mobile engineers in delivering the experiments but also improving the existing codebase to make it easier to deliver future iterations of experiments.

Personal Details

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Skills

Software Architecture

Cloud Engineering

API Development

Leadership

Growth Mindset

Effective Communication

Agile

Coaching

Mentoring

IaC

DevOps

Tech Stack

Typescript

Javascript

Next JS

React

React Native

Node

AWS

Terraform

Python

SQL

PostgreSQL

MySQL

GraphQL

Tech Stack: React, Node.js, JavaScript, TypeScript, PHP, AWS

Tech Lead - Collection Platform, IAG Loyalty (AND Digital, London

SEPTEMBER 2020 — NOVEMBER 2021

Richard led the team in creating the Collection Platform REST API from the ground up. The aim was to centralise collection data and ensure data synchronisation between different applications, both internal and external. The Collection Platform now supports over 10 applications across IAG Loyalty. It allows Avios partners to use collection data to better connect with their customers and provide personalised offers using machine learning.

He designed and implemented the infrastructure using Terraform and built the REST API using the Serverless Framework. He secured access to the API using an API management platform called Mashery and a custom API authoriser.

Tech Stack: JavaScript, Node.js, Express, Serverless Framework, Terraform, Cloudformation, Jest, PostgreSQL, AWS, CI/CD

Tech Lead - Shopping, IAG Loyalty (AND Digital), London

DECEMBER 2018 — SEPTEMBER 2020

Richard took the lead in building the IAG Loyalty shopping experience, which now supports thousands of daily users across multiple airlines. Built using Next.js and Express and hosted using AWS Elastic Container Service.

He was crucial in constructing the MPV, organising the applications, and establishing the delivery pipeline. He adeptly adjusted to rapidly evolving requirements, all while ensuring stakeholders remained engaged and well-informed.

Tech Stack: Next.js, React, JavaScript, Node.js, Express, GraphQL, Docker, AWS, Terraform, CircleCI, Bitbucket Pipelines, Cypress, Jest, Contentful, CI/CD

Frontend Lead, Telegraph (AND Digital), London

DECEMBER 2017 — DECEMBER 2018

Richard Led the re-platforming of the Financial Services frontend to use AEM. He architected the development experience, allowing seamless integration between AEM and the frontend.

He later joined My Telegraph to become the frontend lead to enhance the customer experience. Using improved data analytics and targeted experiments, Richard helped improve customer engagement with My Telegraph.

Tech Stack: React, JavaScript, HTML, CSS, Adobe Experience Manager, Adobe Query Builder, Adobe Analytics, Adobe Experience Cloud

Senior Frontend Developer, Halfords (AND Digital), London

JULY 2017 — DECEMBER 2017

Richards's role as a Senior Frontend Developer was to research and develop ways to improve Halfords average basket value (ABV). Working with the data team, we analysed Google Analytics data to understand customer trends and pair commonly bought products together.

Tech Stack: Vue JS, JavaScript, HTML, CSS, MySQL, SQL, Git, Nightwatch, Google Analytics

Web Developer, Monitise, London

APRIL 2015 — APRIL 2017

Working in a dynamic team to maintain and improve current features while developing new components to increase stability and productivity.

Richard's role consists of

- Collaborate with partners to review and analyse business requirements, and create comprehensive specifications.
- Creating code that is clean, well-structured, and well-documented, crucial for ensuring its readability, maintainability, and future scalability.

- Create and implement additional functionalities and features, and ensure their successful integration into the existing system.
- Collaborate closely with the Quality Assurance team to ensure that code is meticulously tested and meets the required standards.

Tech Stack: PHP, HTML, CSS, JavaScript, MySQL, SQL, Git

Web Developer, Keepthinking, London

APRIL 2011 — APRIL 2015

Responsible for developing and maintaining new and existing websites with well-structured and efficient code.

Richard's role consists of

- Develop and design new projects along with their components.
- Maintain, support and enhance existing projects
- Provide mentorship and guidance to less experienced members of the development team
- Creating website technical specifications
- Assisting other members with any web development-related issues.
- Configuring production and staging environments
- Integrating social media APIs.

Tech Stack: CodeIgniter, PHP, HTML, CSS, JavaScript, MySQL, SQL, Git

Education

BSc (Hons) Multimedia Computing, University of West London, London

SEPTEMBER 2003 — JULY 2006