Rachel Evans

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she/her/hers

Experienced Software Engineer and Technical Leader

I am a dedicated software engineer specialising in back-end development with full-stack proficiency. Since I was introduced to TypeScript and React in 2019 it has become my go-to stack for many of my projects. I also have many years experience with Ruby, Java, AWS, and various relational databases including Postgres, which I have been using since 2001.

I love producing quality, secure, maintainable code, and taking ownership all the way from conception to production to eventual decommissioning. I love sharing whatever I have learnt with those around me, and learning from them.

Skills

Languages, Frameworks, and Infrastructure

- Java, Ruby, Ruby on Rails, bash, zsh, C, Python
- TypeScript / JavaScript, Node, React, Webpack, Angular
- HTML, CSS
- SQL: MySQL, Oracle, Postgres, MS SQL
- Redis, memcached, Kafka, ActiveMQ

Cloud & DevOps

- AWS: EC2, S3, Lambda, SQS, SNS, RDS, IAM, VPC, KMS, CloudFormation, Route53, Glacier, DynamoDB, SimpleDB, ACM
- Docker, Kubernetes, Azure, GCP (Google)
- Git, GitHub Actions, CI/CD pipelines, Jenkins
- Linux Networking, Sysadmin

Automation & Tools

- Splunk, Datadog, Sentry, Wiz, Terraform
- GraphQL, REST, TCP/IP, HTTP, DNS, more Internet Protocols
- Cryptography

Leadership & Collaboration

- Technical team leadership
- Architecture, design, and refinement
- Coaching and mentoring
- Process improvement, standardisation, automation

Employment history

Volunteer Mentor, Hack Your Future

Copenhagen, Denmark; August 2024 – present

Hack Your Future runs a program of courses designed to train refugees, immigrants, and others disadvantaged in the Danish job market with the skills required to land a tech job.

I work with the core active group of mentors as we shape the program and author the training materials, and ultimately teaching the sessions. I am also active in identifying things which add friction to the volunteer experience, such as missing or unclear documentation, or "cruft" which would better be removed or archived.

I also sometimes turn up to the weekly meetings solely to hang out and socialise, and provide guidance where requested.

Senior Software Engineer, Estatetool

Copenhagen, Denmark; June 2025 — June 2025 (intern)

Estatetool's codebase took the form of a large **Java / Spring Boot** monolith, but with next to no automated testing. I created some initial automated tests for their core business-critical workflow, using **Playwright** browser automation. The tests verified both with the product's UI set to Danish, and also when set to English.

Senior Software Engineer, Hedia

Copenhagen, Denmark; June 2024 – August 2024

The stack: full stack in TypeScript using a PostgreSQL database, deployed to Scalingo using GitHub Actions. REST via OpenAPI schema.

Even during the on-boarding process I identified inconsistencies and inaccurate information in the picture of the system with which I was being presented. I was thus able to query these points, and in several cases teach the team something that they were not aware of about their own system. We then rectified those points, thus increasing documentation accuracy, decreasing costs, and reducing friction.

I contributed several improvements to the build & deployment chain: for example, the ability to target a specific library when upgrading dependencies, thereby reducing the size and risk of changes. I also provided individual contributions to the TypeScript codebase, including security improvements.

Senior Software Engineer, Zendesk

Copenhagen, Denmark; February 2019 – May 2024

The stack: predominantly a large Ruby on Rails monolith using a MySQL data store and Kafka for messaging; deployed using GitHub Actions and Spinnaker to a series of Kubernetes clusters in AWS. Additionally, various microservices in Ruby on Rails or TypeScript, and front end components in React.

Zendesk makes customer relationship management software (which is also called "Zendesk"). The company has offices and engineering teams around the world, with more than 1500 engineers. The Copenhagen office mostly looks after one product within the Zendesk suite, "Guide", with 8 teams. I was tech lead for one of those teams.

As tech lead, I was responsible for ensuring that my team's work was compliant with relevant requirements and guidelines, and I acted as an enabling gateway (where required) between my team and the wider Zendesk engineering community. I took an active role in technical developments in that community, contributing ideas, questions, and comments on technical documents; identifying edge cases and ambiguous areas specifications, and helping to make them more robust and comprehensive.

I collaborated with people in many locations and time zones, especially San Francisco, Melbourne, and the Philippines. As an individual contributor, I worked mostly in Ruby, Typescript, SQL (MySQL variant), Kubernetes, Docker, Google Cloud and AWS. I took a special interest in improving our product security and stability. By identifying problem-gaps, and proposing and implementing solutions, I helped the Zendesk engineering community to make clearer decisions, simplify the product, and save time.

Principal Software Engineer, British Broadcasting Corporation

London, United Kingdom; October 2007 – January 2019

Team lead / tech lead, Media Services team (2009-2018)

Media Services' mission was to handle all of the BBC's online audio and video. Most notably, this means the BBC's live and catch-up TV streaming service "iPlayer", as well as iPlayer Radio.

Around 2011–2013, Media Services underwent a major transformation: our product went from being an unmaintainable, unreliable, on-site database-driven Perl monolith, to a smoothly-functioning scalable collection of **message-driven microservices** written in **Java** and hosted in **AWS**. As part of this, we re-learned how create and deliver software, adopting a continuous delivery approach.

Along the route, we pioneered the use of the cloud for a major BBC service, delivered BBC iPlayer content onto a delivery partner's platform, and provided unprecedented live and on-demand online video for the London 2012 Olympic Games.

Throughout this time, Media Services was composed of three agile teams, one of which was led by me. My work included people management, scrum leadership, technical leadership, and day-to-day team guidance; coaching and mentoring my individual team members; working with our lead architect to arrive at a robust design; communicating the vision to the team; planning and refining; and as much as possible, also being an individual code contributor.

I delivered many effective and engaging **presentations**, in various contexts and to various audiences: anything from 5 minutes to 50, 5 people to 200; internal to my team, or my department, or all of BBC engineering, or external / public. I was asked to speak at BBC open days, tech summits, recruitment days, and more.

In my last months there, I coached a scrum team, acting as a "guest" principal engineer. In this role I was able to help start the team in the right direction, for example by improving scrum efficiency. Crucially, I provided guidance to the team's other principal engineer, who would carry on after I had left.

Voluntary Open Source Contributor, MusicBrainz

Online; in my spare time, 2001 — 2006

MusicBrainz aims to be a comprehensive and open database of music. Originally founded in response to the restrictions placed on the Compact Disc Database, the project then grew to cover a wide swath of music-related data.

For five years I intensively volunteered my time to this project, being the lead (and often only) maintainer of both the web server (**Perl, Apache, mod_perl, PostgreSQL**), database, and other infrastructure (mail, monitoring, security, etc). I was by far the most active code contributor for several years, improving data consistency, performance, security, scalability, as well as adding many new features.

Programmer, Power Internet

Milton Keynes, United Kingdom; December 2000 – September 2007

Power Internet was an Internet service provider that also provided bare metal server hosting and bespoke web site development. My role was initially on those bespoke web sites, though it quickly grew to focus instead on development practices, maintenance of the servers providing our core services (mail, web hosting, DNS, authentication, etc), and the creation and maintenance of several critical internal web sites. The code was almost always in **Perl** with **MySQL**.

I also learned about various Internet protocols: the IP stack, SMTP, IMAP, RADIUS, DNS, HTTP, SSH, and so on.

Developer, Radius Retail

Milton Keynes, United Kingdom; September 1998 – December 2000

Creating software for use by retailers.

Working in **C, SQL, and Perl**. All software had to work equally with various database / OS combinbations: **Informix** (on *nix), **Oracle** (both on *nix and Windows), **MS SQL Server** (on Windows). A major part of my work was on the back end, writing batch processing in C/SQL, and then later on software to ingest data from the original product, into a data warehouse.

Junior Developer, Computer Sciences Corporation

Bedford, United Kingdom; July 1995 – September 1998

CSC (these days known as DXC Technology) was a large US-based multinational consulting and services company. At their location in Bedford, they handled their contract with Autoglass, an automotive glass repair and replacement provider. At CSC I used **VMS/DCL, V-Test, SQL** (initially an **Ingres** database, later also **Informix and Oracle 7**), and **C with embedded SQL**. I became the site expert in using V-Test for load testing, and in batch processing across multiple databases. I learned about SQL performance and database administration for both Ingres and Oracle, and also started to use unix and learn the shell.

Returns Handler, Watford Electronics

Luton, United Kingdom; July 1994 – July 1995

Watford Electronics was a retailer, principally of PC software and hardware. My role was to handle items returned by customers, checking the items for failure and sending the items to the manufacturer or warehouse as appropriate.

Further details

LinkedIn:	https://www.linkedin.com/in/rvedotrc/
GitHub:	`@rvedotrc & @blaahaj`
Residence:	Copenhagen, Denmark
Right to work in Denmark:	yes
Nationality:	United Kingdom
Languages:	English: native;
	Danish: fluent (CEFR C1)

References available on request