

Jack Greenhill

Senior Software Engineer

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Profile

I'm a results-driven engineer with extensive experience in designing, developing, and optimising complex software systems. I have a strong track record of architecting scalable microservices, enhancing platform performance, and driving operational stability at scale. With expertise in cloud-native technologies, CI/CD pipelines, and system migrations; I've led initiatives that improve system reliability and scalability while mentoring teams and leading cross-functional collaboration. My focus is on ensuring resilience, optimising infrastructure, and improving efficiency to support long-term business growth and meet goals.

Work Experience

Senior Software Engineer

2022 – Present

Trade Me, Auckland

- Maintained operational stability for Trade Me's search platform, serving 1B+ monthly queries with >99.95% availability, defining and meeting stringent SLOs. Proactively monitored and optimised system performance to ensure reliability at scale across all owned services.
- Designed and delivered a seamless migration from a monolithic .NET codebase to modern, scalable microservices, reducing technical debt and improving system agility. Took full ownership—spanning system architecture, resource planning, and feature release.
- Built for growth by identifying and addressing bottlenecks before they impacted performance and budgets. Guided teams in designing scalable solutions tailored to immediate and long-term requirements.
- Leveraged metrics-driven engineering, integrating DORA metrics and golden signals into workflows to improve deployment speed and operational toil, reduce incidents, and enhance system visibility.
- Implemented robust disaster recovery strategies that helped set the standard for other platform teams, ensuring minimal downtime and reliable recovery processes.
- Led high-severity incident responses, working cross-functionally to isolate root causes, drive swift resolutions, and implement improvements to prevent recurrence.
- Shaped long-term platform strategy and OKRs alongside product owners, identifying growth opportunities, streamlining operations, and driving cost-saving initiatives. Delivered clear, actionable roadmaps for scalability and efficiency.
- Mentored engineers at all levels, providing actionable feedback and coaching to accelerate growth. Partnered with people leaders to develop tailored progression pathways and performance improvement plans.
- Authored impactful ADRs, articulating technical decisions with clarity and alignment to organisational strategy, driving successful well-understood implementation for key platform and product initiatives.
- Owned critical legacy systems, serving as the go-to SME for poorly understood components. Enabled cross-team collaboration, enabling product opportunities and reducing risks.

Software Engineer

2020 – 2022

Global Office, Christchurch

- Worked in a small, collaborative team developing bespoke software for clients, contributing across the entire SDLC from scoping and development to testing and deployment. Provided mentorship to junior developers, pair programming support, and onboarding for new hires.
- Led the redevelopment of an investment fund's internal and external web apps using Angular and .NET, enabling clients to securely manage investments and administrators to gain valuable financial insights. Drove key project decisions, including adopting new tools and technologies to improve system maintainability.

- Managed the migration of an investment fund's client base to Azure Active Directory B2C by designing custom identity policies and migration tools. Ensured seamless integration through close collaboration with stakeholders and operations teams.
- Reworked the core components of an insurance company's internal business and payment systems, streamlining workflows and enabling detailed financial reporting for underwriters. Reduced technical debt and enhanced maintainability for future development.
- Proposed and implemented application containerisation and orchestration technologies, laying the foundation for scalable and efficient deployments with Azure. Designed and built a platform to streamline future projects and reduce development time for the team.
- Became the team's SME for technologies such as EF Core and .NET, resolving complex runtime issues and providing technical leadership. Helped establish best practices and documentation to up-skill the team and improve system reliability.

Full-stack Developer

2019 – 2020

Hexcom Software, Christchurch

- Architected both the front-end and back-end of a three-tier web application as part of a small team. Collaborated closely with colleagues and product stakeholders to make key architectural decisions. Leveraged Angular and .NET Core for development; deployed using AWS S3, ECS and RDS.
- Led the implementation of a comprehensive CI/CD pipeline with Azure DevOps, streamlining the deployment process and significantly reducing the time required to move updates from development to production.
- Designed and developed intuitive, user-friendly interfaces using Angular Material, resulting in much improved overall product satisfaction.
- Worked alongside the team to resolve production issues quickly and efficiently, minimising downtime and ensuring continuous delivery.

Freelance Software Developer

2012 – 2018

- Over the course of six years, designed and developed a range of iOS and web applications for clients, including a key project for the Nelson City Council focused on public transit planning. Worked closely with the digital content team to ensure all requirements were met within budget, managing the entire lifecycle from scoping and development to release and ongoing maintenance.
- Developed custom software solutions for various clients, translating complex business requirements into effective and user-friendly mobile apps and websites. Focused on delivering tailored solutions that addressed specific client needs while ensuring high-quality user experiences.
- Led the creation of both front-end and back-end systems for a SaaS platform using AngularJS and PHP. Designed the architecture, developed core features, and ensured the platform met performance and scalability requirements, enabling it to grow alongside client needs.

Education

University of Canterbury

Bachelor of Science in Computer Science