

WILL GRIFFITHS | TECH LEAD

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PROFESSIONAL SUMMARY

Results-driven Tech Lead with 6+ years' experience in people management, technical implementation, and scalable software delivery. Adept at building and leading high-performing teams, optimizing engineering processes, and executing agile strategies to drive business impact. A hands-on leader who fosters collaboration and mentorship, leveraging an Industrial Design background to create intuitive, user-centric products.

SKILLS & TECHNOLOGIES

- Leadership & Agile: Technical Leadership, People Management, Agile, Scrum, Sprint Planning, CI/CD
- Frontend: React.js (TypeScript), Next.js, React Native, Redux Toolkit, Storybook
- Backend & APIs: Node.js, GraphQL, Express.js
- Cloud & DevOps: AWS, Azure, Docker
- AI & Automation: AI Integration (OpenAI API), Automation Pipelines

WORK EXPERIENCE

STRATOS Technologies

London, UK

Tech Lead

(February 2023 - Present)

- Achieved a 650% increase in ARR and enhanced site performance by 40% through the strategic upgrade of an MVP to enterprise-level architecture, enabling seamless scalability from single-client to multi-tenant platform.
- Introduced structured Agile framework resulting in a 45% increase in sprint velocity by introducing scoping, backlog refinement, sprint planning, and velocity tracking for effective bottleneck identification and continuous process enhancement.
- Enhanced customer retention with a 40% reduction in bug resolution time by improving issue detection and escalation speed through streamlined communication between Commercial and Engineering teams, automated Jira ticket creation via Sentry, and standardized bug-reporting templates for the Commercial team.

PLAY (PwC, KPMG)

London, UK

Tech Lead

(January 2020 - February 2023)

- Led end-to-end delivery of multiple greenfield applications for PwC and KPMG, architecting scalable systems capable of supporting hundreds of thousands of users.
- Managed cross-functional teams of 10+ engineers (internal and external) to ensure timely delivery and sustainable maintenance.
- Ensured 100% WCAG 2.1 compliance across 10+ projects by conducting accessibility workshops and integrating Lighthouse into CI/CD pipelines.

Publicis Sapient (Lloyds Bank, Unilever, Debenhams)

London, UK

Software Engineer

(September 2018 - January 2020)

- Achieved a 60% reduction in code size by restructuring imports to remove index barrel files, enhancing performance by optimizing bundle size.
- Implemented a circular scroll-based input mechanism for mobile devices, increasing form completion rates by 16% and reducing completion time by 2.8 seconds as validated by Mixpanel.
- Mentored over 3 developers and promoted continuous learning through knowledge-sharing initiatives.

EDUCATION

- **University College London (UCL)** | Internet of Things (2021)
- **General Assembly** | Web Development Immersive (2018)
- **Bournemouth University** | BA in Industrial Design (2:1, 2013-2017)