

Shaun Whalen-Smith

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ABOUT ME

I'm a lead software engineer who loves building things properly. I've led product teams, owned dozens of production services and delivered integrations with some of the biggest names in sport. Before I wrote code for a living I spent five years in sales and account management, so I've always cared as much about the people using the software as the software itself. I'm at my best when I'm solving tricky problems with a good team, keeping things simple, well tested and well documented, and making sure what we ship actually moves the needle.

EXPERIENCE

Senior Software Engineer – RTX

Nov 2025 – Present

Kotlin · Spring Boot · Python · C++ · Ember.js

- I joined as a senior engineer, found my feet quickly and was contributing early on several high-stakes projects. I can't share the details.
- I mentor junior engineers and help them grow in confidence and craft.

Lead Software Engineer – PM Connect

Jun 2019 – Oct 2025 · Birmingham & remote

Developer → Lead Software Engineer

Go · PHP · Symfony · Laravel · TypeScript · AWS · Docker · Kubernetes

- Led a team of four who looked after more than 40 products and microservices at over 99.9% uptime, and launched more than 10 new services.
- Led a customer-service bot that let people manage their Direct Carrier Billing subscriptions worldwide over WhatsApp and Facebook Messenger. It cut customer service calls by 20%. Built with Go, AWS SQS and Twilio on a message-bus architecture.
- Led integrations with the NBA, Bundesliga, PGA and more, including bringing NBA League Pass into our carrier-billing products.
- Looked after our content ingestion API, which brought in content from multiple third parties and used Mux and AWS to deliver it at the right quality for each person's connection, wherever they were. Built with Symfony, API Platform and S3.

SKILLS

Languages

Kotlin · Go · PHP · TypeScript · JavaScript · Python · C++ · HTML & CSS

Frameworks

Spring Boot · Symfony · Laravel · API Platform · Vue · React · Ember.js · Astro

Data

MySQL · PostgreSQL · Redis · Doctrine · Eloquent

Infrastructure & DevOps

AWS · Docker · Kubernetes · CI/CD · GitHub & GitLab · Datadog

Practices

Microservice architecture · Third-party API integration · TDD & BDD · PHPUnit · Scrum & Agile

Leadership

Team leadership · Coaching & mentoring · Stakeholder management

EDUCATION

BSc Information & Communication Technology

University of Gloucestershire, 2:1, 2013

OUTSIDE WORK

Cricket captain

I've captained a senior cricket side for around twelve years. Keeping eleven people motivated through a long Saturday teaches you a lot about leadership.

- Made our marketing microsites faster, A/B testing pages to shave time off the first load and improve sign-up flows, using Datadog APM and Xdebug to find and fix the slow spots.

Before engineering: Five years in B2B sales and account management with Microsoft and Nokia, GSK, Fleetcamp and Club Systems, looking after customers face to face.

KEY WINS

- Went from Developer to Lead Engineer in three years at PM Connect. I got things done whatever the blockers, and I never stopped learning.
- Led technical integrations with the NBA, Bundesliga, PGA and more, with mobile-first products that plugged into our subscription and billing platforms.
- As Lead, my team of four looked after more than 40 products and microservices at over 99.9% uptime, and launched more than 10 new services.

Golf

I picked up golf in 2018 and caught the bug. I'm an avid member at The Worcestershire Golf Club and proud of my 8.9 handicap. It's my escape.

Technology

I've followed new technology since I was young, which is why I love working with people who keep pushing things forward.