Paul White
Head of Software Development
Woking, Surrey, UK | Tel: 07753951007 | Email: paulkwhite@msn.com |

https://linkedin.com/in/paul-white-pkw-uk/ | https://paulwhite.solutions

Senior Technology Leader | Expert in Secure SDLC, Cloud Solutions, and Team Leadership
Innovative and results-driven technology leader with 8 years experience as a member of Senior Leadership Teams and over 20 years of experience in designing, implementing, and managing Secure Software Development Lifecycle (SDLC) processes within regulated industries. Skilled in leading cross-functional and diverse teams, driving process improvements, and delivering scalable, secure software solutions across multiple technology stacks in organisations ranging from small business to large enterprise companies. Known for strategic thinking, exceptional leadership, and a strong commitment to delivering business outcomes.

I am constantly examining new technologies to understand their potential to enhance products. Currently, I am building a proof of concept (POC) using AI development tools. Bolt AI is being used to establish the foundational architecture, ensuring best practices in code structure and maintainability. Windsail is responsible for implementing the design, handling everything from responsive layouts to interactive features.

Core Competencies

- **Leadership & Team Management**:
  - Eight years of experience serving on Senior Leadership Teams.
  - With over 15 years of experience managing technical teams such as Software Engineers, QA Testers, Business Analysts, and IT Services, I possess a profound expertise in recruiting, mentoring, and implementing training programs designed to enhance growth and productivity. My management portfolio includes overseeing both UK-based and offshore staff.
  - Cross-Functional Leadership – Collaborate with non-technical colleagues to achieve success in product development, compliance, and operations.
- **Technical Expertise**:
  - Staying current and continuously expanding expertise in software development, architecture, and contemporary technologies.
  - Technical Authority – Oversee engineering decisions, guide architectural changes, contribute to technical investigations, and ensure adherence to best practices
  - Demonstrated history of successfully delivering secure, high-volume B2B and B2C applications across SaaS, on-premise, and hybrid environments, utilising both Microsoft and non-Microsoft technology stacks.
- **Site Reliability Engineering**:
  - Eight years of experience in implementing Site Reliability Engineering (SRE) practices, including monitoring and alerting, demand forecasting and capacity planning, incident management, and change management.
- **Cloud & SaaS Solutions**:
  - Eight years of experience in designing and scaling cloud-based SaaS applications (AWS, Azure, Oracle) with secure APIs, microservices, and documented processes.
- **Budget & Vendor Management**:
  - Eight years of experience managing technical budgets and vendor relationships, ensuring alignment with organisational objectives.
- **Security and Vulnerability Management**:
  - Experienced in using tools to monitor systems for security issues and vulnerabilities.
  - Trained teams in OWASP Top 10 and other security and vulnerability management practices.
  - Experienced in implementing ISO27001
- **Strategic Planning**:
  - Delivering business goals and executing a technical strategy aligned with growth target, balancing speed with scalability
  - Identify key opportunities for innovation, automation, and process improvement across systems - driving transformation initiatives while maintaining security, privacy, and quality standards.

Career Experience

Head of Software Development — September 2022 – Present
IDGateway Ltd (now part of the Valsoft Corporation), Farnborough, Hants

IDGateway is a small software company working primarily within the aviation industry, producing SaaS based software for both airside passes within airports and digital identity checks. As a member of the Senior Leadership Team (SLT), I manage the DevOps teams, translating the company product strategies into technical roadmaps along with Capacity Planning. The software is hosted within AWS making use of various AWS services. Technology stack, Java (SpringBoot), PHP (Laravel & Yii frameworks), Linux & MySQL (AWS RDS), Docker plus several AWS services (EC2, S3, OpenSearch, Security Hub, Inspector, Pipelines etc.). IDGateway was recently acquired by Valsoft Corporation.

Responsibilities:
- Management of DevOps Teams and Software Engineers, on-site, hybrid & fully remote (Lebanon). I perform regular 1-2-1's and performance reviews. Working with recruiters to hire new staff.
- Management of the Technical migration of systems e.g. M365 to Valsoft Corp. Dealing with technical teams at group level based in the US, Canada and Lebanon.
- Responsible for technical budget planning and vendor management
- Managed the migration to the Valsoft M365 tenant.
- Challenge the team to set aggressive but realistic goals that ensure we are moving towards IDGateway's objectives and help the teams grow
- Develop and implement the Agile software engineering strategy aligned with the company's goals and vision including creating the Secure Software Development Lifecycle and changing from branch-based development to trunk based allowing a smoother and quicker delivery using the CI/CD pipelines. Created the company Site Reliability Engineering (SRE) strategy by implementing Change Management, Monitoring and Alerting, Capacity Planning etc.
- Designing and customising technological systems and platforms to improve security, performance and functionality.
- Act as a technical subject-matter expert providing guidance and making strategic choice on complex projects, and product initiatives
- Experienced at creating and implementing ISO27001 ISMS ensuring Technological Controls are documented to gain certification for the company
- Remain up-to-date with the latest technologies and frameworks in order to ensure systems remain updated and as vulnerability free as possible.

Key Accomplishments:
- I created the Secure Software Development Lifecycle (SDLC) for the company
- Devised the high-level requirements for the external API based on OpenAPI for customers to interact with the SaaS systems. Created test scripts in Postman to help the Testers with their initial testing. Created API documentation based on the Swagger file for external Business Analysts to understand the workflow
- From experience I designed a spreadsheet for Capacity Planning to ensure Sprints best utilise available resources. Considering holidays and an expected working day the capacity planning kept Sprints on track and allowed other teams to understand progress.
- I created the Incident Response Policies and Processes in line with ITIL4 and manage incidents in a timely manner.
- Planned and implemented ISO27001, documenting policies and processes. Involved in audits, both internal and external
- Trained Software Engineers in Secure Coding Practices
- Created Business Continuity Plans and Disaster Recovery processes and playbooks, along with running BCP and DR Tests, fully documenting and reporting on the outcomes and lessons learnt.
- Implemented vulnerability management, making use of AWS services, Snyk & OWASP Dependency Track to identify vulnerabilities.
- Documented Risk Management Process and Policies. Setting up and maintaining the Risk Register. Identifying business risks, along with rating likelihood and impact and implementing risk treatment plans.
- Created Jira Automation to create tickets and email staff for regular tasks to track progress

Head of Technical Services — December 2014 – September 2022
TMA Data Management Ltd, Kingston Upon Thames

TMA is a B2B software and services company within the Energy Sector building high volume, responsive, always on backend solutions to manage customers device estate (home & business energy meters). Customers include Energy Suppliers from both large to small suppliers. Technology stack, Microsoft (servers, databases, cloud etc.) &

Oracle (databases, cloud etc.). Member of the Senior Management team managing multiple technical teams. The company has 10 in-house developed systems, a mixture of desktop applications, mobile and SaaS. Technology stack .Net, Windows servers, MS SQL Server, Oracle. Hosted on premise servers, cloud and private cloud.

Key Accomplishments:

- Managed the Technical teams with 30 direct reports (IT, Dev, QA, BA, PM)
- I created the annual technical budget for the company and reported on progress each month to the Managing Director
- Developed and implemented the Site Reliability Engineering (SRE) strategy aligned with the company's goals and vision. Implementing Change Management, Incident Planning, Capacity Planning
- Acted as the technical subject-matter expert providing guidance and making strategic choice on complex projects, and product initiatives
- Implemented ISO27001 Policies and Processes taking the company through several audits.
- I chaired the Change Advisory Board (CAB) ensuring any changes followed defined processes and ensured security was assessed
- I designed the company Business Continuity Plan following conducting Business Impact Assessments with the various teams within the company
- Led and oversaw the SMART metering project by delivering critical infrastructure and multi-tenancy SaaS system allowing Energy Suppliers, Meter Installers and Payment Providers to setup and manage domestic Smart Meters. Handling over 2 million transactions through the system daily through the in house-built API. Created documentation for external developers and business analysts to understand the workflow of the API.
- Using JMeter I created automation API testing using Groovy scripts to retrieve data from JSON payloads. Load tested the API by analysing production data and created reports on expected growth and usage
- Attended the Energy Industry technical workshops during the early days of the Smart Metering within the UK. This group looked at the technical aspects of not just the energy meters but mainly the systems that would interact with the meters and the government system.
- I created the technical roadmaps from the company strategies and built these into project plans for the technical teams to deliver. Constantly reviewing and updating the plans depending on priorities and any changes to the industry.
- Maximised 35% customer service team performance by reducing manual processing time within systems, and minimised need for additional staff by providing strategic guidance to business analysts for improvements to the applications.
- As the senior technical role within TMA, I led the IT Services team to improve performance of the various systems through system monitoring using monitoring tools e.g. DataDog, Nagios. Reporting on system performance and availability as per customer SLAs
- Negotiated and setup Zoom Phone to replace inhouse PBX system reducing phone costs by 25%.
- Negotiated, planned and successfully led the team to migrate company emails from Exchange 2010 to Microsoft 365.

Service Delivery Manager   **August 2007 – December 2014**
Capita, London

Headed up the Technical Teams for the Document Management division within Capita with customers from the Lloyds of London Insurance market (systems to manage Risks & Claims), Financial Services, Banking, Fund Managers and other sectors to deliver bespoke document management software and support. Over 20 bespoke systems based on the core product and hosted by the customers in various environments. The software enabled customers Digital Transformation projects to digitise previously paper documents allowing not only quick retrieval of important documents but also releasing building space by scanning and destroying paper documents.

- Managed customer relationships by visiting customers and discussed issues and change requests. Providing KPIs to customers based on the contracted SLAs
- Improved software performance and mitigated defects by reviewing requests, which received support desk for conducting root case analysis.
- Reduced support tickets from over 300 to 20 by identifying duplicates, retesting software and contacting customers
- Planned and implemented best policies and procedures to enhance productivity and profitability.
- Hands On .Net developer building Proof of Concepts and performing code reviews
- SQL Server support, investigating customer performance issues and suggesting code changes
- Application Security Testing
- Understanding customer business needs and workflows and translating this into technical requirements allowing the developers to quickly develop workflows that fit the customer requirements.

Previous Roles

- Application Support Manager & Software Engineer (ASP.Net, SQL Server) - Capita
- IT Support & C# Developer – crocus.co.uk
- Application Support Manager & Software Engineer (ASP.Net, SQL Server) - Randall Lyons Ltd
- Freelance Web Designer & Software Engineer (PHP, ASP .Net, MySQL, SQL Server) - C3PW Ltd
- Senior Web Developer (PHP, ASP .Net, MySQL, SQL Server) - Monitormedia Ltd
- 3rd line Technical Support, Software Engineer (ASP & Visual Basic Developer) - The Insurance Trading Exchange
- Administrator and junior software engineer (Fox) - Crown Financial

Key Skills

Management: Vendor Management | Technology Budget Management | IT Resource Allocation | Team Mentoring Agile & Waterfall Methodologies | Budget Planning and reporting | Project Management, Governance, Information Security Management Systems (ISMS)

ISO 27001: Business Impact Assessments | Risk Management (ISO 31000) | Vulnerability Management | Incident Management | Business Continuity Planning | Disaster Recovery Planning

Secure Software Development Life Cycle (SDLC): Full SDLC Policies & Processes | Secure Coding Policies and Processes | Security Training | Standardising Design Principles | OWASP Top 10 | Penetration Testing

Technologies: Bolt AI, WindSail, ChatGPT, OpenAI, Microsoft, Linux | .Net, PHP, Javascript, NodeJS | Cloud services – AWS, Azure | Databases (MSSQL, MySQL, RDS, Oracle) | GitHub, Jira & Confluence, TFS, MS DevOps | Monitoring tools -. DataDog, New Relic, Grafana | SAST tools – Snyk | DAST tools - OWASP Zap, Dependency Track

Training & Certification:

- ISO27001 Foundation (currently studying)
- ISO/IEC 42001:2023 Artificial Intelligence Governance, Risk Management and Compliance
- ISO 31000 Risk Management Training (February 2024)
- Microsoft Azure Fundamentals AZ-900 (May 2022)
- ITIL v3 Foundation (August 2012)