



ALEX M^CCAUGHRAN

Software Engineer @ Defaqto

DETAILS

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CORE TECHNOLOGIES

- PHP (Laravel, Livewire), C# (.NET), Java (Spring), Python
- SQL Server, MySQL
- REST APIs, background jobs, queues
- Azure DevOps, CI/CD pipelines
- Git
- Linux/Bash, Docker (containerised development), cloud platforms (Azure)
- JavaScript (React, Vue), TypeScript
- HTML, CSS, Sass/SCSS

ENGINEERING FOCUS

- Domain modelling & business logic
- API integrations (REST, gRPC)
- Flexible, configurable system design
- Permissions & RBAC systems
- Event-driven workflows & notifications
- Auditability & compliance constraints

PERSONAL SUMMARY

Product-minded Full-Stack Software Engineer with proven ownership of complex SaaS systems in regulated, real-time environments.

Experienced in designing and delivering large features end-to-end, operating with full autonomy to reduce technical debt and contribute to architectural and UX direction across multi-module platforms.

Skilled in replacing legacy systems with modern architectural patterns.

Highly resilient and disciplined, evidenced by achieving a **First Class Honours (1:1)** Software Engineering degree during *full-time IT work*, with extensive academic experience across Python, Java, machine learning, database administration and system design.

CURRENT ROLE

Full-Stack Software Engineer Defaqto

Building and scaling cloud-native SaaS platforms used daily by tens of thousands of financial advisers throughout the UK, including CRM and compliance systems.

I work closely with non-technical stakeholders to rapidly translate ambiguous regulatory and business requirements into scalable, production-ready systems.

Impacts

- Designed and delivered 7 of 13 major core product modules, including workflow configurability, role-based permissions, and event-driven notification subsystems for each of these. These are now relied on for day-to-day compliance and case management.
- Led the rollout of Sentry, providing deep visibility into application health and proactively identifying bottlenecks.
- Delivered production LLM integrations for in-product support and schema-aware custom analytics (data-querying), with audit logging and fallback escalation for regulated use.
- Acted as primary developer on high-priority initiatives, independently diagnosing and resolving complex production issues under tight deadlines.
- Proactively authored a 2,500-word system analysis comparing legacy and next-generation platforms, directly shaping new product modules and major redesigns.
- Delivered large, complex product features end-to-end (architecture, backend logic, frontend UX, integrations, refinement & testing).
- Reduced technical debt across multiple project subsystems to improve maintainability and bring faster feature iterations.
- Co-defined internal UX principles and authored concise technical documentation to guide consistent, maintainable development.
- Regularly lead client demos and requirement discussions, translating abstract needs into effective solutions within regulatory constraints.

HISTORY

Jul 2024 – March 2025

**Software Developer
Müller UK & Ireland**

- Designed and implemented a backend REST API data aggregation service, integrating multiple group-level internal HR systems, eliminating manual reconciliation and saving an estimated 10+ hours per week of operational effort.
- Sole developer of a production compliance monitoring middleware service, supporting nationwide milk delivery operations, with various integrations (such as an MS PowerApp & Blazor web-app).
- Improved production SQL query performance (in some cases by 40%) through revised indexing strategies and query refactoring.
- Worked across the modern Microsoft stack (C#, .NET, SQL Server and Azure) in a business-critical environment with strict reliability requirements.
- Built and maintained Azure DevOps CI/CD pipelines across a variety of .NET based projects.

Jul 2022 – Jul 2024

**Systems & Data Analyst
Celtic FC**

- Designed and built a centralised shared data platform, fed by Azure ETL pipelines and exposed via Spring Boot REST APIs, enabling multiple internal systems and teams to consume consistent data from disparate sources.
- Built internal tooling and scripts to automate ticket allocation logic for away fixtures, eliminating a full day of manual customer service operational work and supporting Football Association audits.
- Developed complex, production-critical SQL logic used by multiple internal platforms and reporting layers.
- Led an initiative to implement QR ticket encoding, improving match-day turnstile scanning throughput by ~30%.
- Supported and monitored live transactional systems used by 50,000+ users under strict time constraints.
- Delivered advanced SQL analytics and Power BI / Tableau dashboards to support high-level ticketing, operations, and commercial decision-making.
- Provided IT support and troubleshooting for our eTicketing and venue entry systems.

Jul 2021 – Jul 2022

**Service Desk Analyst
MicroTech Group**

- Delivered technical support to GP practices, ensuring healthcare IT infrastructure continuance, and to diverse Windows-based businesses.
- Resolved complex issues with a variety of applications for both the Docman patient information system and maintained EDT hub servers.
- Managed heavy support ticket load, prioritising tasks for optimal business-wide service delivery.

Jan 2013 - May 2021

Various Customer Service related roles