

# Rupert Lane MEng

## Senior Development Manager - Indeed, Tokyo, 2016-date

Indeed is the world's most popular job recruitment site. I am coach for four teams working on the job aggregation platform, two directly and two via managers, with a total of 17 staff in my tree.

- Started a new team to identify new sources of jobs. Advised on architecture including crawler and classifier. Built system out so it can scale to several hundred nodes examining ~2M URLs per day across 15 languages. This now provides 95% of new job sources to Indeed.
- Ramped up two new managers joining Indeed and provided career coaching to engineers who report to me directly, promoting 9 to the next level over the past two years. Ran the Tokyo new manager training program in 2019.
- Led 200+ behavioural interviews for engineers and managers. Trained four engineers to run this interview type. Ran debriefs for graduate recruiting in 2018. Introduced a new take home problem option to the organisation.
- Started a global working group for onboarding that developed first month training material for new engineers and helped roll it out across all six engineering sites.

## Development Manager - Agoda.com, Bangkok, 2013-2016

Agoda, part of the Booking.com group, is one of the largest online travel agencies in Asia. I was the dev manager for five scrum teams, working on the hotel management web platform and systems that process payments from hotel bookings.

- Built up the team from 6 to 18 developers, sourcing local and international candidates. Ran the company's first intern programme, working with dev managers and HR, as a long term initiative to hire new junior talent.
- Reintroduced scrum practices - trained a scrum master from the team, created an up to date backlog, restarted sprint planning, retrospective and grooming sessions - leading to an increase in productivity of over 50%.
- Increased system reliability and performance by a focused series of sprints to identify and fix bugs and remove code and database bottlenecks that led to a 32x increase in transaction capacity and a reduction in time spent on support.

- Improved product engineering: automated tests, builds via Jenkins, source control from TFS to git, code review, deployments via Puppet - allowing us to deploy daily rather than once per sprint.
- Refreshed the tech stack, moving from WPF desktop apps talking to the DB to MVC web apps talking to APIs, using ZeroMQ for service-to-service comms and Redis for caching.
- Helped the team architect and deploy projects to bring in new payment methods, reconcile bookings and payments and make it easier and faster for new properties to sign up to Agoda.

### **Technology Manager - Citigroup, Hong Kong, 2010-2013**

Reporting to the head of Equities Technology in Asia, my role was to strengthen management of the technology business focusing on the following areas:

- People strategy - set up and ran a volunteer based programme to improve staff retention and productivity by identifying areas for improvement in talent attraction, development, culture, empowerment, engagement and diversity. This led to the overall satisfaction score for the department going from 61% in 2010 to 67% in 2011 and 73% in 2012.
- Hardware asset management and budget - decreased hardware costs by improving the forecasting and purchasing process, reduced year on year costs by \$4M in 2012 by relocating, retiring and virtualising servers.
- Software development budget and audit preparation.

### **Development Manager - Citigroup, Hong Kong, 2006-2010**

Lead architect and hands-on manager for in-house C++/Perl derivatives systems in Asia. During this period trade volumes grew by over 500% and the system was rolled out to Japan, Australia and Korea.

- Working with trading management, set priority and managed resources for development projects across the region. Projects ranged from deployment to Australia (4 staff over 2 years, balancing localisation of services where low latency was needed with cost effectiveness by centralising other services in HK) to managing monthly releases including local tactical enhancements and bug fixes.
- Scaled system development by setting up and running a QA team; migrating source control management to Perforce; automating builds and test processes; deploying issue trackers and documentation systems (Jira/Confluence).

- Ensure production stability for systems, developing first line support teams in HK, Japan and Australia, reducing production outages and handling capacity management (via ITRS Geneos) and disaster recovery planning.
- Recruit staff, train and mentor new developers and team leaders. Team went from 3 to 20 developers over this period. Kept staff retention high and promoted talent internally.
- Set up and trained a new development team in Shanghai using Perl/Linux to develop and support the complex overnight Asia batch process (5 million records, 250 jobs per day). Due to its success in Asia this team grew to manage equivalent systems globally.

### **Software Engineer - Citigroup, Hong Kong, 2002-2006**

Development and deployment of a large derivatives trading and risk management system to Asia.

- C++/Solaris/Sybase server components for exchange connectivity and pricing.
- C++/MFC front-end for risk management and trading.
- First line support and user training.

### **Previous roles**

Before 2002 I worked as a C++ developer at a number of companies; more details available on request.

### **SEE ALSO**

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<https://www.rupert-lane.org/>

<https://github.com/rupertl>

### **EDUCATION**

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Imperial College, University of London  
MEng (Hons) degree in Electrical and Electronic Engineering

### **PERSONAL**

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Nationality: British  
Residence: Tokyo, Japan - Highly Skilled Professional(i)(b) working visa  
Also have Hong Kong permanent residence status