Mark Wickens

tech lead / engineering manager / full-stack / agile / security

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Operating in the Legal, FinTech, Insurance & Utilities space I've held purely technical, team leader and engineering manager roles - all fully remote and spanning start-ups to global multinationals.

✓ AI   ✓ Tech Lead   ✓ Full Stack   ✓ Typescript   ✓ Manager   ✓ Java   ✓ Security   ✓ Agile
✓ HTML5   ✓ CSS3   ✓ Postgres   ✓ AWS   ✓ Azure   ✓ GCP   ✓ Docker   ✓ SCCS

I enjoy a hands-on approach to both software engineering and team management, supporting and hiring engineers as well as providing mentoring and coaching in best practices for software development – always with security built in from the ground-up. Experienced in the challenges of both Start-up fluidity and Digital Transformation, re-engineering monolithic application stacks into cloud-centric systems & services. Able to juggle the complexities of management and development responsibilities, including supporting and maintaining business critical systems.

Extensive current development experience in Java, Typescript, C# and Scala and using several cloud platforms including Amazon AWS, Google Cloud Platform (GCP) and Microsoft Azure, across a broad cross-section of industries, including Legal, FinTech, Insurance, Defence, 24/7 Electricity Trading, Graphical Information Systems, Call Centre applications and Government CMS.

Contact Technical Lead – Peppercorn.ai   08/2025-

Delivering a conversational-first insurance platform that automates sales, servicing, and underwriting — driving efficiency, growth, improved risk outcomes, and scalable customer acquisition to maximise revenue per employee.

- ▸ Re-engineered GUI-centric workflow tools with a custom DSL, leveraging AI to implement complex workflows.
- ▸ Introduced AI development best practices, boosting engineering efficiency and capability.
- ▸ Developed complex API integrations including location-based services and underwriting platforms.
- ▸ Designing custom front-end Vue/Typescript components with C# based backend functionality.
- ▸ Scalable Azure infrastructure, rapidly onboarding new customers and supporting business growth.
- ▸ Data analytics platform using Power BI, delivering actionable customer insights and decision-making metrics.

Technical Lead (React/Typescript/OpenAI)

Cliobooks.ai   12/2024 – 06/2025

As Technical Lead, I was responsible for productionizing and enhancing an MVP AI-powered book authoring platform designed to streamline and accelerate publishing timelines. Built with React.js, TypeScript, Node.js, Prisma ORM, and patented integration with OpenAI-based technologies, the platform required rapid adaptability. Lead product development across operational, functional, and developmental domains. Key functional improvements included streamlining client onboarding, enhancing AI prompt generation, and automating author biography creation. Operational enhancements included implementation of a robust backup strategy, robust and structured logging, real-time alerting, and system auditing. I worked closely with the founder and product manager to define, estimate, and prioritize features aligned with business goals, decomposing functional requirements into structured user stories and development tasks with clear acceptance criteria, enabling precise estimation, prioritization, and efficient implementation within agile sprints.

Contract Senior Software Engineer (Java/Spring/Azure)

Hansard Global PLC   06/2024 – 11/2024

Sole responsibility for the timely migration of Hansard's £5m/month regular credit card collection service from Chase to Worldpay. The Azure-based microservice uses Spring 3 and Java 21. It communicates via Restful APIs and is secured behind Azure's APIM and utilizes queues, blob storage and sftp connections and is designed for resilience and security. Performance constraints required multithreading. Comprehensive test-driven development using Mockito & Selenium. A pilot phase required engineering the application to failover between card providers.

Senior Principal Engineer (Scala/Akka & Typescript/React)

Aturna LLC   06/2022 – 05/2024

Aturna's mission is to revolutionize affordable Legal Services in the USA through Innovative Technology. The platform is client facing and provides the ability to generate legally binding documents for US citizens including Health Care Proxies, Powers of Attorney and Wills. The business model integrates Law Firms to provide advice, guidance, and signatory/notary facilities.

Leveraging React/Typescript for the frontend and Scala/Akka for the backend, the platform is hosted on Google Cloud Platform. The Scala backend includes two main applications - the workflow engine drives a React frontend via RESTful

APIs, and a parser engine is responsible for final document generation to PDF. Version control via Git, CI/CD using CircleCI, infrastructure uses Terraform and the application persists to a Postgres database. Firebase is used for Authentication and Authorization.

Key Achievements:
▸ Document Generation Expertise: Spearheading the transformation of document generation, I applied my expertise to re-engineer this critical component into a resilient, scalable, performant, and maintainable platform.
▸ Signup/Login Refresh: Re-implemented the signup/login mechanism in-house and integrated Social Login via Google & Facebook.
▸ Nationwide Reach: Successfully expanded Aturna's services to cover all US states, overcoming the intricate legal nuances of each region.
▸ Rebranding Success: Instrumental in the successful rebranding of our online legal system, showcasing adaptability and creativity alongside technical prowess.

Software Development Manager (UK)

Hansard Global plc   06/2008 – 06/2022

Software Development Manager at Hansard Global plc having worked fully remote for over 13 years. I managed a team who are both remote and in-office, working with a seasoned team of professionals on a suite of award-winning secure online applications and complex back-end systems. Security, performance, and high availability were key attributes of these systems with 60,000+ clients and brokers self-managing more than $1.3 billion of invested assets. The last three years I was involved in whole-system digital transformation project to migrate in-house applications to Azure Cloud.

My role was split between hands-on development and managing several engineers as direct reports. The development staff managed were based in both the UK and the Isle of Man. Line-manager duties included holidays and sickness, performance appraisals, staff conduct, team communications, and promoting values and mentoring team members. I reported directly to the Director of IT to allocate and prioritize work, provide estimates, updates on progress and assess risk.

- Digital transformation of n-tier java applications into a cloud-centric architecture utilising microservices, event driven services, bus-based communication, and secure API management.
- Development and maintenance of numerous online and internal business-critical systems.
- Security-centric approach using client & server validation, data sanitisation & escaping (OWASP).
- Introduced Scrum Agile ceremonies to improve development process via inspect-and-adapt cycles.
- Our systems won 'Best Digital Proposition' award at the International Advisor Global Financial Services Awards '19
- Personally committed over 1 million lines of code.

Senior Java Software Engineer/Full Stack

As a full stack senior software engineer, I worked in a dynamic team developing and maintaining secure online systems and internal applications. The in-house IT department gives us a competitive advantage through a responsive approach to business requirements.

Tech Stack: Enterprise Java, Spring Boot, Hibernate, HTML5, CSS3, JSTL, JSP, XML, JQuery, Thymeleaf, XSL/XSLT and Oracle 12c SQL.
DevOps: Jenkins, Maven, Microsoft Azure.
Tooling: IntelliJ IDEA, Subversion, git, Confluence, JIRA, Fisheye, Crucible.

As a member of the security team a combination of mentoring and training has provided me with a solid set of secure coding practices based on OWASP recommendations. We use rigorous code reviews, examining both architecture and low- level code constructs together with penetration testing to ensure all software systems, both internal and external, are secure from the ground-up. Development highlights at Hansard include an online signup and self-service authentication software, the internal user-management system, and a comprehensive documentation processing system. I am always trying to improve the user experience and engineer code to the highest standards.

Education
1ˢᵗ Class BSc. (Hons) Computer Science & Electronic Engineering, University of Hertfordshire

Open-Source Projects
Github Repo: https://github.com/urbancamo

ADIF Processor – visualize radio contacts on Google Earth. Application: https://www.adif.uk/

Java API for KML: https://github.com/urbancamo/javaapiforkml.

WOTA Data, WOTA Mapping, WOTA Spotter applications (Typescript/Vue/Node.js)