

ANDREA LORENZANI

Principal Engineer · Engineering Manager · Multi-team Leadership

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PROFESSIONAL SUMMARY

Principal Engineer and Engineering Manager with **18 years of engineering** depth and **7+ years building and leading high-performing teams**. I manage the full scope of the role — people development, delivery accountability and technical direction — across multiple squads and time zones, working closely with Product, Design, Data and Commercial partners to turn engineering into measurable business outcomes. I operate with a high degree of autonomy, owning the platform and operations.

I have led projects spanning Finance, Data, Sales, Legal and Engineering simultaneously. I have designed large-scale architectures, developed them across multiple squads, and driven changes to technology stack and process, setting objectives and tracking them against agreed metrics. People in the Product team and QA love to work with me.

Most recently I've been embedding **agentic AI** tooling into how my team works: 30–50% of incidents auto-triaged, documentation generated, analysis of business flows, test coverage growing to 92% and all business cases, introduction of SDD from Product definition to Jira task generation and code generation.

EMPLOYMENT HISTORY

Technical Lead - Finance — TEG.tech / Transport Exchange Group

Sep 2025 – Present

London, UK — SmartPay: B2B payments and freight exchange platform

- **Managing 10 engineers** across London, Kochi (India) and Ukraine — structured 1:1s, quarterly development reviews and cross-timezone rituals that keep three offices feeling like one team
- Set the architectural direction, hiring bar, engineering standards and delivery cadence in parallel during a period of rapid commercial growth
- **Scaled GTV from £400K to £2M+/month** in nine months; team engagement 7.2 → 8.6; test coverage 25% → 92%; cycle time down 60%
- Embedded **agentic AI** tooling (Claude Code, GitHub Copilot, Speckit, GSD) across the team's daily workflow — 30–50% of incidents now auto-triaged, documentation ships automatically with every PR merge
- Introduced Snyk for continuous security scanning, OpenTelemetry with New Relic for observability, Unleash for feature flagging, Socket.dev for Supply Chain protection

Stack: Java, Python, Spring, Kafka, EDB/PostgreSQL, Elasticsearch, AWS (Lambda, SQS, ECS), Kubernetes, Snyk, New Relic, OpenTelemetry

Principal Engineer — Charlotte Tilbury Beauty

Sep 2023 – May 2025

London, UK — led the 'World Class Shopping' engineering community: 3 squads, 16 members (12 engineers, 1 digital specialist, 2 product managers, 1 delivery manager)

- **Led 11 engineers** across checkout, payments, promotions and search; collaborated cross-functionally with Data, Business Systems, Sales, Product and Fraud teams
- Delivered all four of the department's largest 2024 initiatives on time, representing more than 70% of revenue impact; handled Black Friday peak with **zero manual interventions** for the first time in the team's history
- Reduced **Change Failure Rate from 18% to 2%** and MTTR by 80% through better observability and runbooks
- Founded the Architecture Forum and introduced peer-reviewed ADRs that became department-wide practice; founded 3 engineering guilds (Infrastructure, Backend, E-commerce); mentored engineers from mid-level to senior
- Commercial outcomes: €765K/year recovered from a broken payment integration, \$766K ARR generated from an anti-fraud integration, ~£150K from a gaming brand partnership email system
- Revitalised Customer Care processes — e.g. avoided 500 manual calls to Business Systems during Cyber Week by introducing order update/cancel in the e-commerce platform

Stack: Java, ElasticPath, Stripe, PayPal, Riskified, AWS (SES, Lambda, ECS), Kubernetes, Elasticsearch, Contentful

Principal Software Engineer — Landbay

Nov 2022 – Jul 2023

London, UK

- Team Leader / Scrum Master for a team of 6 developers (4 backend, 2 frontend) and 2 Product Owners

Development Team Leader — MetaPack Group

Apr 2019 – Nov 2022

London, UK — event-driven carrier tracking platform, 190M+ events/day

- Led a squad of **5 engineers** building the platform from concept to 190M+ events/day — ingestion, normalisation, enrichment and notification across global carrier integrations, including its datalake (AWS Athena)

- Led the serverless migration to AWS Lambda + Fargate, cutting event processing latency 55% and infrastructure/on-call costs 30–40%, executed live against production without service disruption
- Reduced core post-purchase (tracking event) processing time to 45% of the original, cutting MTTR by 20–25%
- Introduced a fail-fast culture, Squad Health Check and Friday hackathons — small cultural investments that meaningfully improved delivery consistency and retention

Stack: Java, Python, Terraform, Kafka, Elasticsearch, AWS (Lambda, Fargate, Athena, S3, SQS), Kubernetes, PostgreSQL

Senior Product Developer — Acting Tech Lead — Whitbread / Premier Inn

Nov 2017 – Apr 2019

London, UK

- Acting tech lead for booking and payments APIs — introduced an API versioning strategy and contract testing across high-availability consumer services

Stack: Java, Spring Boot, AWS, Kubernetes, Docker

Software Engineer, Media Services — BBC

Apr 2017 – Nov 2017

London, UK

- iPlayer backend engineering — 13M plays/day, 30M+ app installs, real-time event ingestion across 1,000+ device types

Stack: Scala, Clojure, Cassandra, AWS Kinesis

Senior Software Engineer — Ocado Technology

Jun 2015 – Jan 2017

Hatfield, UK

- Built analytics and real-time alerting systems for Customer Fulfilment Centre operations — warehouse-scale throughput with strict operational SLAs

Stack: Scala, Clojure, Datomic, AWS Kinesis, Elasticsearch

Senior Software Engineer (Consultant) — Amadeus IT Group

Sep 2010 – May 2015

Sophia Antipolis, France

- Sole owner of the SMS Check-In API and Message Sequencing system — 2M+ transactions/day with exactly-once delivery in a regulated, zero-downtime environment

Stack: C++, Boost, STL, Python, Oracle DB

Software Engineer — Skyperform · ElsagDatamat · Siemens

Oct 2007 – Sep 2010

Italy

- Early-career software engineering roles across telecoms and industrial systems, building the Java and C++ foundations for later senior work

CORE STRENGTHS

Developing future leaders — engineers I've managed have grown from mid to senior, and from senior to leadership roles, through deliberate investment in career development, not just task delivery.

Commercial impact through engineering — €765K/year payment recovery, \$766K ARR anti-fraud integration, £2M+/month platform growth — engineering decisions with P&L consequences, owned end-to-end.

Operational excellence at scale — MTTR down 80%, Change Failure Rate 18% → 2%, 100% of manual peak interventions eliminated — built through observability, runbooks and on-call culture, not heroics.

Multi-team, cross-functional delivery — led communities of 11–20 people across Engineering, Product and Design, with all major initiatives delivered on time and stakeholder alignment maintained throughout.

Building high-trust, autonomous teams — engagement scores 7.2 → 8.6, test coverage 25% → 85%, cycle time down 60% — teams that own their decisions and improve without being pushed.

Leading through ambiguity — repeatedly taken on roles with undefined scope, building the clarity, standards and culture from scratch each time.

AI-augmented engineering culture — 30–50% incident auto-triage, PR-driven documentation, AI-assisted test generation — embedded as team practice, not a pilot.

EDUCATION

MSc Information Technologies — Università di Pisa — 110/110

BSc Computer Science — Università di Pisa — 110/110

CERTIFICATIONS

Prince2 Foundation (2026–2029)

Certified Associate in Project Management (CAPM), PMI (2016–2021)

ICAgile Certified Professional (ICP), ICAgile (2017)

SKILLS

Languages & Frameworks: Java (Expert), Python, Scala, C++

Cloud & Infrastructure: AWS, Kubernetes, Docker, Terraform

Data & Messaging: Kafka, SNS, SQS, PostgreSQL, Elasticsearch

Architecture: Event-driven systems, Microservices

AI & Modern Tooling: Claude Code, Claude Cowork, GitHub Copilot, Speckit, GSD

Observability & Security: Snyk, New Relic, OpenTelemetry

Ways of Working: Agile, Squad Health Check, DORA Metrics, ADRs, Incident Management & SRE

HUMAN LANGUAGES

Italian (native) · English (C1) · French (B1)