

# Jarvis Goodfellow

EMAIL [jarvis@goodfellow.dev](mailto:jarvis@goodfellow.dev) • WEB [goodfellow.dev](http://goodfellow.dev) • LINKEDIN [in/jarvisgoodfellow](https://www.linkedin.com/in/jarvisgoodfellow)

## PROFILE



Engineering leader with 10 years of experience building teams, systems, and capability, often from scratch. I joined Hood Group as a support analyst and have grown into leading four disciplines: cloud infrastructure, data engineering, AI, and IT engineering, taking ownership and building where neither existed before.

I care most about enabling my team: identifying the right people, building roles around their strengths, and creating an environment where curiosity and honest failure are both encouraged. Outside of that, I focus on delivering things that matter: resilient systems, measurable automation, and technology the wider business can actually use.

I'm looking to bring that same pattern to an organisation ready for its next step: modernising infrastructure, introducing real automation, or building the engineering capability to scale. I work best where the gap between technical decisions and business outcomes is short, and where there's space to build the right team alongside the right systems.

## EXPERIENCE



### Cloud & Data Solutions Manager

2022 - Present

Hood Group Ltd · Insurance Technology, Essex · Engineering Lead - Cloud, Data, AI & IT

- Built the engineering team almost entirely from within: identified and developed four individuals from support roles into substantive engineering positions, with **zero attrition over four years**.
- Currently leading a full on-premises to Azure migration, completing within 6-9 months.
- Requested and granted early access to Azure OpenAI models at European launch; built two production apps - a GPT-4 platform registered to 250+ staff with 100+ active weekly users saving 100+ staff-hours per week, and a RAG-powered HR assistant on Azure AI Search cutting query response from 72 hours to instant.
- Delivered a Customer Service RAG PoC surfacing real-time answers during live calls, directly contributing to a **multi-million-pound contract win**.
- Currently leading Microsoft 365 Copilot rollout organisation-wide, including policy, security governance, custom knowledge bases, and onboarding hubs; delivering AI enablement sessions to senior stakeholders, including VP-level external partners.
- Drove **£500k+ in documented process automation savings** (~4 FTE equivalent over six years) across business operations and engineering workflows.

### Cloud Infrastructure Analyst

2020 - 2022

Hood Group Ltd · Insurance Technology, Essex

- Acted as highest technical escalation point; consistently resolved P1 incidents, including legacy system failures with zero documentation.
- Transformed the Azure estate from an unmanaged single subscription to a Terraform-managed, PCI DSS 4.0-compliant environment of 300+ resources across dev/test/prod, with CI/CD pipelines and **99.99% SLA** on critical services.
- Introduced Terraform and mirrored dev/test/prod environments from scratch, alongside PowerShell automation to eliminate manual provisioning; laid the architectural groundwork for the full PCI DSS 4.0 overhaul.
- Eliminated all manual deployments via Azure DevOps CI/CD pipelines, freeing engineering teams from release management overhead to focus on code quality and feature delivery.
- Embedded vulnerability scanning, static code analysis, and security and quality gates into CI/CD workflows, shifting security left and catching issues before they reached production.



## Application Support Analyst

2018 - 2020

Hood Group Ltd · Insurance Technology, Essex

- Delivered the initial document fulfilment automation - replacing two FTE with a resilient automated workflow now generating thousands of personalised communications per week.
- Managed specialist insurance applications and database environments; built foundational security awareness through hands-on red team exercises and web application penetration testing, informing the security-first approach carried through all subsequent infrastructure work.
- Maintained and developed internal and external company websites, including intranet platforms and a PHP-based consumer-facing homepage.

## IT Support Analyst

2016 - 2018

Southend University Hospital · NHS Foundation Trust, Essex

- Provided IT support across a large hospital environment; built internal web tools to automate daily workflows and KPI reporting dashboards for clinical departments.

## TECHNICAL SKILLS



### DEVOPS & ENGINEERING

Microsoft Azure

Azure DevOps

Terraform / IaC

CI/CD

App Services

Azure Functions

Logic Apps

Azure Key Vault

Application Insights

Cloudflare

DevSecOps

PowerShell

Docker

Linux

Git / GitHub

REST APIs

### AI & AUTOMATION

Azure OpenAI

Azure AI Foundry

Azure AI Search

RAG / Vector Search

Copilot Studio

MS 365 & Copilot

Claude Code

### DATA

SQL Server / MSSQL

PostgreSQL

CosmosDB

Database Administration

Data Pipeline Design

Modern Data Architecture

### IDENTITY & SECURITY

Entra ID

Conditional Access

SSO / SAML

Intune / MDM

PCI DSS 4.0

GDPR

Microsoft Defender for Endpoint

CrowdStrike

SonarCloud

Penetration Testing

Incident Response

Vulnerability Management

CIRP

### LEADERSHIP & STRATEGY

Engineering Leadership

IT Strategy

Digital Transformation

Technical Strategy

DevOps Culture Building

SDLC Consulting

Talent Development

Agile / Scrum

Change Management

Stakeholder Engagement

Vendor Management