

Josh Gray

Engineering Leader · AI-Enabled Delivery · High-Performing Teams

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Software engineering manager with 18+ years across software delivery, technical leadership, and team development, now focused on practical AI adoption and reliable execution.

Experience

Software Engineering Manager at Cubic³

Oct 2025 - Present | Dublin

Led multiple engineering teams to improve delivery predictability, product quality, and strategic execution.

- Collaborated across the organization to define its AI software development lifecycle (SDLC) strategy.
- Directed multi-team execution against a shared technical strategy to improve roadmap predictability and reduce delivery risk.
- Built coaching, mentoring, and performance practices that strengthened team capability and leadership continuity.
- Improved incident response and quality practices to lower operational risk and protect customer trust.
- Partnered with Architecture and Product to prioritize high-value roadmap outcomes and improve time-to-value.
- Led AI adoption initiatives that increased engineering throughput and reduced repetitive delivery work.
- Built AI-powered Slack and Jira integrations and workflows to reduce repetitive coordination work.

Skills: Team Leadership, Engineering Management, AI Adoption, Technical Strategy, Mentoring | Technologies: GitHub, GitHub Copilot, GitHub Copilot CLI, Claude Code, OpenAI Codex, CI/CD, Azure, Azure DevOps, .NET, C#

Software Engineering Team Lead at Cubic³

Mar 2025 - Oct 2025 | Dublin

Delivered technical leadership that improved product reliability and execution speed.

- Guided architecture and technical decisions to reduce rework and increase long-term maintainability.
- Raised engineering standards through mentoring and code-quality practices that reduced delivery risk.
- Ran planning and refinement processes that improved sprint predictability and team focus.
- Coordinated with cross-functional partners to unblock delivery and accelerate customer-facing outcomes.
- Introduced modern tooling and practices that improved developer efficiency and release confidence.

Skills: Team Leadership, Technical Leadership | Technologies: GitHub, GitHub Copilot, CI/CD, Azure, Azure DevOps, .NET, C#

Software Engineering Manager / IT Delivery Manager at Unum Ireland

May 2023 - Mar 2025 | Carlow

Owned engineering delivery outcomes to improve execution consistency and business alignment.

- Led delivery governance and execution practices that increased confidence in delivery commitments.
- Partnered with product owners to prioritize initiatives with the strongest customer and business impact.
- Coached and developed engineers to improve capability, resilience, and succession readiness.
- Standardized engineering practices to reduce defect risk and improve maintainability.

Skills: Team Leadership, Product Management, Mentoring, Agile, DevOps | Technologies: Azure, Azure DevOps, .NET, C#, SQL Server, Git

Engineering Manager at The Gemini Solution

Dec 2020 - May 2023 | Cape Town, South Africa

Led a distributed engineering organization to improve marketplace delivery quality and execution reliability.

- Led distributed teams with clear delivery accountability, improving execution consistency across time zones.
- Aligned engineering with Product Management on outcomes that supported product growth and customer value.
- Partnered with Product, SMEs, and Design to prioritize work that improved delivery leverage.
- Sponsored engineering-led backlog investments that reduced technical drag and protected delivery velocity.
- Continuously improved delivery processes to raise quality and reduce avoidable operational overhead.
- Mentored engineers and leaders to strengthen team performance and reduce key-person dependency.
- Ran structured monthly performance conversations to improve clarity, engagement, and development outcomes.
- Built an inclusive team culture that improved collaboration and long-term team sustainability.

Skills: Team Leadership, Management, Engineering Management, Agile, DevOps | Technologies: GitHub, CI/CD, SaaS, IaC, .NET, Azure DevOps, Terraform, Microsoft Azure, C#, .NET, SQL, Git, Visual Studio

Technical Team Lead at Open Box Software

Jul 2018 - Dec 2020 | Cape Town, South Africa

Combined solution architecture and team leadership to deliver automation outcomes with clear operational value.

- Evaluated and selected RPA tooling to improve automation fit, reduce delivery risk, and support scale.
- Architected automation implementations that improved process consistency and reduced manual operational load.
- Led a team of 7 developers to deliver automation initiatives aligned to business priorities.
- Built and extended platform capabilities to accelerate delivery of reusable automation solutions.
- Established consistent one-on-ones and performance rhythms that improved engagement and accountability.
- Conducted performance reviews focused on growth and stronger long-term team output.
- Coached team members on career progression to improve retention and capability depth.
- Partnered with Operations to deliver PowerBI dashboards that improved visibility into operational performance.
- Improved solution documentation quality to reduce handover risk and improve support readiness.
- Drove requirements and process-improvement design to increase efficiency and delivery clarity.

Skills: RPA, Team Leadership, Management, Solution Architecture, Performance Management, Automation | Technologies: PowerBI, Blue Prism, UiPath, Microsoft Azure, C#, Automation Anywhere

Software Developer at EOH MC Solutions

Jun 2017 - Jun 2018 | Cape Town, South Africa

Delivered backend and API solutions that modernized core business workflows.

- Built backend and API capabilities that enabled more reliable and maintainable business systems.
- Worked in a disciplined Scrum delivery model to improve planning cadence and stakeholder transparency.
- Earned Scrum Product Owner certification to improve cross-functional delivery effectiveness.
- Delivered modernization work for a large manufacturer that improved operational system effectiveness.
- Replaced aging Delphi systems to reduce technology risk and improve long-term supportability.

Skills: API Development, Backend Development, Agile, SCRUM | Technologies: .NET, C#, MVC, WebApi2

Software Developer at Global Kinetic

May 2013 - Jun 2017 | Cape Town, South Africa

Built client-facing software that supported business growth across multiple industries.

- Delivered product features in Agile teams to improve customer value delivery speed.
- Built and maintained ASP.NET MVC solutions that supported stable, scalable business operations.
- Contributed to internal and client applications that improved workflows from financial systems to CMS.
- Supported development of TrustaTag, a patented healthcare barcode platform improving product verification workflows.

Skills: Agile | Technologies: ASP.NET MVC, Entity Framework, jQuery, JavaScript, SQL Server, C#

System Analyst at Santam

Dec 2012 - May 2013 | Cape Town, South Africa

Improved document automation delivery for a large-scale insurance transformation program.

- Delivered analysis and implementation support for enterprise document automation outcomes.
- Used Thunderhead NOW capabilities to improve template reliability and compliance readiness.
- Integrated template workflows with Guidewire Policy Centre to streamline policy document operations.
- Worked with senior stakeholders to define business rules and reduce downstream rework.
- Operated in Agile delivery cycles to maintain momentum and decision clarity.

Skills: Document Automation, Business Analysis, Agile, SCRUM | Technologies: Thunderhead, XML / XSD

Software Developer at Standard Bank CIB

Sep 2011 - Nov 2012 | Johannesburg, South Africa

Delivered account and reporting software supporting critical banking operations.

- Built in-house and client-facing account management capabilities for business-critical workflows.
- Supported Commodities and Trade Settlements systems essential to operational continuity.
- Delivered trade-reporting software to support regulatory reporting obligations.
- Maintained and improved application suites to protect service reliability and user confidence.
- Provided out-of-hours support to reduce business disruption during high-impact incidents.
- Acted as technical contact for London and Hong Kong teams to improve global coordination.

Skills: Support, Stakeholder Management | Technologies: C#, .NET, SQL Server, JavaScript

Technical Service Manager at Nokia

Aug 2009 - Aug 2011 | Johannesburg, South Africa

Managed technical service operations to support Nokia Music adoption and service quality.

- Managed local technical service operations for Nokia Music to support commercial rollout success.
- Enabled South African and Pan-Arab sales teams with technical support that improved go-to-market execution.
- Maintained service lifecycle quality to reduce customer-impacting issues and protect brand experience.
- Delivered platform updates, device testing, and QA to improve release confidence.
- Served as localized product and technical advisor to align market needs with product execution.
- Used CRM and web analytics inputs to inform customer lifecycle improvements.
- Led NPS widget rollout to strengthen customer feedback visibility.
- Led Pinless Activation rollout to improve customer onboarding experience.

Skills: Product Management, Technical Support, QA Testing, Service Management | Technologies: Web Analytics, CRM, C#, SQL Server, Silverlight, .NET

Junior Developer at Jayess Software

Mar 2009 - Jul 2009 | South Africa

Delivered web solutions that supported client operations and service reliability.

- Built and maintained websites that improved client digital presence and service continuity.
- Developed 3-tier applications with C#, web services, and SQL to support core business workflows.
- Delivered on-site client development work to accelerate delivery cycles and issue resolution.

Technologies: C#, Web Services, SQL, HTML, CSS, .NET 3.5

Thunderhead Developer at The Automobile Association

May 2008 - Nov 2008 | Basingstoke, UK

Delivered insurance document solutions balancing compliance, quality, and delivery speed.

- Delivered analyst/developer support for insurance document operations with strong quality controls.
- Created and maintained legally approved templates to reduce compliance risk.
- Used Thunderhead tooling to improve document production reliability and maintainability.
- Owned design, development, testing, and documentation to improve handover and audit readiness.
- Implemented business-rule-driven documents to improve policy communication consistency.

Skills: Document Development, Template Development | Technologies: Thunderhead, Insurance

Skills

AI-Enabled Engineering: AI Adoption, GitHub Copilot, Claude Code, OpenAI Codex, AI-Ready Repositories, Developer Productivity, Responsible AI Adoption

Leadership & Management: Team Leadership, Engineering Management, Mentoring, Performance Management, Stakeholder Management, Technical Strategy

Architecture & Design: Solution Architecture, System Design, SaaS

Software Development: C#, .NET, ASP.NET MVC, Entity Framework

Cloud & DevOps: Microsoft Azure, Azure DevOps, CI/CD, Infrastructure as Code, Terraform, Git, GitHub

Delivery & Product: Agile Delivery, Scrum, Product Management

Data: SQL, SQL Server, Power BI

Earlier Specialisms: Robotic Process Automation, Document Automation

Education & Professional Development

Education

National Diploma in Information Systems - CTI (2007-2008)

Certification

DevOps Mastery Specialization - KodeKloud - Issued Mar 2025

Topics: Python, Terraform, Ansible, Kubernetes, Docker, Jenkins, Git, DevOps Foundations

Certification

Certified SAFe® 6 Scrum Master - SAFe by Scaled Agile, Inc. - Issued Oct 2023 - Expired Oct 2024

Topics: Scaled Agile Framework, Scrum

Training

UiPath RPA Training

- UiPath Level 1 - Foundation Training
- UiPath Level 2 - Orchestrator
- UiPath Level 3 - Advanced