

Ryan Stenhouse

Engineering Executive Specializing in SaaS, DevOps, and Compliance

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Engineering leader with 17+ years in B2B/B2C SaaS, specializing in large-scale architecture and fast-paced startups. Proven success leading teams across Europe, Japan and APAC, driving innovation, and aligning technology with business goals.

Work Experience

Platform Leader

Tripla Co., Ltd

Feb 2022 - Current

After Tripla's IPO and the acquisition of several overseas companies, responsibilities were expanded to include oversight of all platforms across Tripla's Group in Japan, Indonesia, Singapore, Thailand, Taiwan and Korea.

- Standard procedure normalization across all group companies for compliance, SLO, SLA, Security, Privacy, escalation procedures and maintenance process.
- Platform migrations from on premises to AWS, enhancing reliability and availability to ensure 99.999% uptime
- Security improvements, with focus on PCI DSS, OWASP and securing remote network access for our distributed teams
- Management and leadership of the Platform Team with emphasis on creating a "one platform team" principle across all group companies

Initiatives on Cost Management, PII Detection, and Compliance have increased business confidence in our services and platform.

Senior System Architect

Tripla Co., Ltd

Dec 2019 - Feb 2022

Led the overall platform and infrastructure strategy, focusing on designing and implementing architecture for new features and projects.

- Managed and grew the Platform Team, overseeing a diverse group of SREs and engineers to ensure alignment with business objectives.
- Played a critical role in Tripla's IPO, contributing to compliance and audit processes.
- Monitored and provisioned infrastructure on AWS/GCP, ensuring scalability and reliability.
- Oversaw task management and prioritization, driving efficient execution of projects and timely resolution of technical issues.
- Developed and led the internal DevOps/DevSecOps team, conducting evaluations, 1:1 meetings, and fostering a culture of continuous improvement.
- Worked with internal Deep Learning Team to provide platform support, service design, and integration expertise.

Senior Software Engineer

Tripla Co., Ltd

Feb 2018 - Dec 2019

Tripla specializes in AI chatbots, hotel booking systems and CRM tools, for the hospitality industry. All services are delivered as B2B SaaS offerings. Full input on the whole the development stack as one of the first direct engineering hires. Coding in Ruby and VueJS.

- Built integration for large hotel booking platform
- Developed the internal prototype of the CRM service
- Managing AWS infrastructure and addressing security/compliance needs
- Leading and mentoring a team of junior engineers
- Providing high-level input on application design and infrastructure strategy

Senior Software Engineer

Allm Inc

Sep 2014 - Feb 2018

Led the development and technical strategy for a global B2B SaaS retail analytics product used by thousands of retail stores worldwide.

- Managed day-to-day development, including setting goals, coordinating with international teams (Japan, Korea, Chile), and conducting code reviews.
- Mentored and guided junior developers, fostering growth and ensuring high performance within the team.
- Improved API endpoint micro-services using Go and Ruby, backed by Amazon RDS and RethinkDB, optimizing performance for high-load environments.
- Developed and maintained resilient front-end applications with Rails and AngularJS, ensuring seamless operation under heavy traffic.
- Designed and built internal tools for managing application infrastructure, including instance creation, complex data migrations, and real-time monitoring of thousands of connected sensors.

Improvements for deployment, data management, and monitoring reduced cost-per-customer by up to 70%.

Ruby Engineer

Freeagent Central Ltd

Jan 2011 - Mar 2013

- Led the Accounting Engineering Team, ensuring accuracy and reliability for a globally used online accountancy platform.
- Was lead on a major codebase upgrade to enhance performance and maintainability, and integrated with a leading UK bank to expand platform capabilities.
- Focused on delivering high-quality, compliant accounting features, while optimizing both front-end and back-end performance.

Senior Software Engineer

Purchasing Card Consultancy Ltd

Jan 2007 - Dec 2010

- Led the development of secure SaaS applications for major UK Government departments and payment card brands, achieving PCI DSS Level 1 compliance.
- Managed a team to deliver a high-resilience "Management Information" system, optimizing payment tracking for the Government Procurement Card program.
- Applied OWASP security best practices, ensuring robust protection and high performance across all applications.

Founder (CTO / CEO)

Nekotachi Ltd

Apr 2022 - Current

- Develops SaaS and Desktop applications for SMEs globally, with operations in Japan and Scotland.
- Leading the development of an AI-powered hosting platform for Bars and Clubs, focusing on Post-COVID recovery and online presence management.
- Leveraging AI technologies, including LLMs (Large Language Models) and Sentiment Analysis.
- Integrating with SNS (Social Media) services to attract new customers to venues.

Founder (Managing Director)

The Happy Geek Ltd

Dec 2010 - Oct 2014

- Led development and delivery of in-house SaaS products, including conference management software, financial tools, and integrations with third-party APIs, driving innovation in diverse industries.
- Managed global contracting projects for clients across the UK, France, USA, Japan, and the Philippines, with a focus on delivering high-quality solutions using Ruby, PHP, JavaScript, and Python.
- Spearheaded Converge, Scotland's first all-of-industry technology conference, fostering knowledge-sharing and community engagement over two successful years.

Projects

Design, Architecture, and Implementation

Cost and Utilization Tracking (Tripla)

Oct 2023 - Current

- Designed and led the implementation of a cost tracking and monitoring tool across Tripla Group companies, collaborating closely with the team.
- Aggregated costs from all cloud platforms and auxiliary tools, creating a single source of truth for accurate reporting, modeling, and prediction.
- Tracked resource utilization using data from Prometheus, providing a clear metric for assessing value versus spend.
- Enabled strategic resource allocation, offering insights that led to more efficient spending, cost savings, and waste reduction across the organization. Up to 9% month-on-month reduction in AWS costs.

Design, Architecture, and Implementation

PII / DLP Tool and API (Tripla)

Apr 2022 - Current

- Designed and implemented the initial version of an in-house PII detection tool tailored for Japanese and East Asian languages, after evaluating third-party solutions that lacked necessary language support.
- Developed an API to scan content for potential PII leaks, providing actionable alerts to responsible teams to ensure timely and effective responses.
- Enabled teams to identify PII in Data Dictionaries, allowing for targeted resource allocation to secure access and enhance data protection.
- Led improvements and collaborated with the team to expand the tool's applicability across all APAC companies within the Tripla Group.
- This initiative has been critical in ensuring compliance with Privacy Mark standards and achieving overall security goals, particularly addressing the specific needs of the Japan/APAC region by building the tool in-house.

Engineer / Technical Lead

PCI DSS Compliance (PCCL)

Jan 2009 - Jan 2010

- Led the technical team to achieve Level 1 PCI DSS compliance, a crucial requirement for maintaining our partnership with Visa Europe.
- Ensured software and technological compliance for our Management Information platform and data feeds from banks and payment institutions.
- Developed secure, cost-efficient methods for file transfer and in-memory service usage, effectively reducing the PCI DSS scope and associated costs.

Education

BSc (Distinction) Computing

University of Abertay Dundee

Sep 2002 - Nov 2004

HND Software Engineering

Fife College

Sep 2000 - Aug 2002

Highlighted Skills

BDD | TDD | Ruby | Rails | AWS | GCP | Agile | OWASP | DDD | OOP | Python | Golang | Javascript | VueJS | AngularJS | Startups | DevOps | DevSecOps | Kubernetes | Coffescript | ES6 | Golang | SQL | Git | RSpec | SAML | MySQL | RethinkDB | InfluxDB | MongoDB | AWS | DNS | GCP | ELK | Prometheus | Teleport | Grafana | OpenSearch | Caddy | ACME | Docker | Capacity Planning | System Architecture and Design