

RICKARDO HYDE

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SUMMARY

Engineering Manager with **10+ years of experience leading cross-functional teams** and delivering **scalable cloud-native solutions** in enterprise environments. Proven record of increasing system availability to **99.9%**, reducing operational incidents by **40%**, accelerating release cycles by **30%**, and increasing deployment frequency from **monthly to weekly** through **DevOps automation and observability modernization**. Experienced in AWS cloud strategy, microservices architecture, quality engineering, and incident response leadership.

WORK EXPERIENCE

LYNKED INC.

London, ON, Canada

Software Development Manager

Mar 2025 - Present

- Lead a **15-member engineering organization** across Development, Data, and QA supporting more than **60 internal operational users**
- Govern the architecture of a distributed platform composed of **12+ microservices** exposing RESTful APIs supporting operational and ERP workflows
- Oversee delivery of backend APIs and modern frontend applications built with **React and Vue ecosystems**
- Design internal service interfaces enabling communication between operational systems and third-party integrations
- Introduced a **Docker-based container strategy** and deployed services using **AWS ECS and Fargate**, standardizing builds and deployment workflows
- Manage multiple **AWS environments** (development, testing, staging, and production) utilizing **EC2, ECS, ECR, Lambda, S3, Route53, CloudFront, and CloudWatch**
- Implement and maintain **Terraform Infrastructure-as-Code** to provision and manage cloud resources and environment configurations
- Designed database strategies across **PostgreSQL, MySQL, and MariaDB**, including a client-isolated PostgreSQL architecture using dedicated **AWS RDS instances**
- Increased platform reliability to **99.9% uptime** through improved monitoring, alerting, and operational visibility
- Reduced service disruptions by **40%** through stronger testing practices and structured root-cause analysis
- Reduced release cycle time by **30%**, enabling **weekly deployments** through automated CI/CD pipelines
- Established automated quality gates using **SonarQube, PHPUnit, Playwright, and Jest** to improve code reliability and testing coverage
- Lead sprint planning, architecture reviews, and cross-functional collaboration with product and operational stakeholders
- Translate technical architecture, risks, and implementation trade-offs into **clear business context for non-technical stakeholders**, enabling informed planning and delivery decisions
- Conduct code reviews and provide **technical mentorship through regular 1:1s** with engineers
- Remain actively involved in **system design and complex backend implementations**
- Developed **Python automation scripts and a machine-learning-driven microservice** supporting internal analytics workflows

LYNKED INC.

London, ON, Canada

Software Development Team Lead

Apr 2024 - Mar 2025

- Led migration of legacy systems toward a **microservices architecture**, improving scalability and service isolation
- Contributed hands-on to backend and frontend development using **TypeScript, Node.js, Laravel, Next.js, and Nuxt**
- Designed and implemented **RESTful APIs and backend services** supporting internal platforms
- Built **Python automation scripts and backend services** supporting operational data workflows
- Facilitated Agile ceremonies including **sprint planning, standups, retrospectives, and backlog refinement**
- Introduced standardized **architecture patterns and service templates**, improving onboarding and development consistency
- Implemented **CI/CD pipelines and automated validation workflows** to improve deployment reliability
- Introduced static analysis and quality checks across repositories to improve code quality
- Improved database performance through **query optimization, indexing strategies, and schema refinement**
- Introduced **Redis-based caching** to reduce API response latency
- Led troubleshooting initiatives and coordinated engineering responses for high-impact service incidents

Victoria Mutual Group

Engineering Lead

Jamaica
Feb 2023 - Apr 2024

- Led the delivery of enterprise innovation projects from **solution design through production rollout**
- Coordinated engineering teams and external vendors across multiple concurrent technology initiatives
- Defined system architecture standards and enforced **technical governance across projects**
- Conducted impact assessments for large-scale system changes affecting cross-department operations
- Investigated high-impact service disruptions and guided long-term remediation strategies
- Evaluated emerging technologies to support modernization initiatives and enterprise digital strategy
- Contributed to implementation, validation testing, and documentation for enterprise platforms

Victoria Mutual Group

Innovation Developer Analyst

Jamaica
Apr 2021 - Feb 2023

- Built enterprise applications aligned with **IT governance and compliance standards**
- Designed and implemented a property management technology platform supporting invoicing, visitor access, and unit management
- Built backend services supporting **mobile application integrations**
- Contributed to the Central Bank Digital Currency (CBDC) initiative, supporting Jamaica's national digital currency infrastructure
- Implemented automation workflows improving operational efficiency across internal departments

Digicel

Software Developer / IT Application Engineer

Jamaica
Mar 2016 - Apr 2021

- Built scalable backend systems using **PHP and modern web frameworks**
- Developed **English Premier League fantasy application** supporting customer engagement initiatives
- Redesigned customer web chat interface using **AngularJS**, improving maintainability and user experience
- Automated internal workflows improving operational efficiency
- Investigated and resolved production issues affecting live systems

EDUCATION

FANSHAWE COLLEGE - GPA: 3.83/4.00

London, ON, Canada

Postgraduate Certificate, Information Security Management

UNIVERSITY OF TECHNOLOGY - GPA: 3.00/4.00

Jamaica

Bachelor of Science, Computing and Information Technology

SKILLS

Programming: TypeScript, JavaScript, PHP, Node.js, Python, Go

Frameworks: Laravel, NestJS, React, Next.js, Vue, Nuxt

Cloud and DevOps: AWS (EC2, ECS, ECR, S3, Lambda, Route53, CloudFront, CloudWatch), Docker, Terraform, CI/CD

Testing and Quality: SonarQube, PHPUnit, Playwright, Cypress, Pytest, Jest

Caching and Performance: Redis

Observability and Monitoring: Grafana, Prometheus, Loki, Sentry

Databases: MySQL, PostgreSQL, MariaDB, NoSQL

Enterprise Tools: Jira, SharePoint, Odoo

Security: Secure Software Development, API Security, Authentication & Authorization, Incident Response & Post-Incident Analysis

SEO and Analytics: Search Engine Optimization, Technical SEO, Google Analytics, Web Analytics, Performance Optimization

AWARDS & RECOGNITION

- Team Member of the Year (2023) – Victoria Mutual Group
- 1st Place – Digital Jam 3.0 Caribbean Edition (2014)