

Thomas Teng-Yan Loke

Engineering Leader | DevOps & Cloud Transformation | Agile Evangelist

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Professional Summary

People-first Engineering Leader with 10+ years successfully building, scaling and leading high-performing software engineering and platform teams in SaaS, telecommunications and health-tech. Proven ability to transform DevOps culture, accelerate delivery from months to days, and deliver multi-million-dollar cloud integration platforms while growing happy, autonomous teams.

Expert at bridging the gap between strategy and execution — hiring, coaching and retaining top talent, establishing engineering excellence, and driving measurable business outcomes.

Professional Experience

Principal Software Engineer – Engineering

Unleashed Software (Global Inventory SaaS), Auckland, NZ

Jul 2021 – Present

- Lead engineering excellence initiatives across multiple squads, establishing best-practice architecture, CI/CD pipelines and operational standards for a rapidly growing ERP platform.
- Mentor and grow senior engineers; introduced engineering career ladder and regular 1:1s resulting in 95%+ team retention.
- Own technical strategy and roadmap alignment for core product and partner integrations serving customers in 20+ countries.

Principal Engineer – Digital Operations

2degrees (New Zealand's 3rd largest telco), Auckland, NZ

Aug 2020 – Jun 2021

- Provided technical leadership for solution architecture and delivery of customer-facing digital platforms (mobile, web, APIs).
- Championed shift from project to product operating model; reduced release cycles from 12 weeks to <2 weeks.
- Drove adoption of observability (Splunk/Grafana) and infrastructure-as-code (Ansible/Terraform).

DevOps Manager – Technology Operations

2degrees, Auckland, NZ

Sep 2018 – Jul 2020

- Built and led a 5-person DevOps practice and Cloud Centre of Excellence supporting 100+ engineers across Digital, Billing and Network domains.

- Migrated 80% of workloads to AWS & Azure; reduced monthly cloud spend by 18% while improving availability to 99.99%.
- Cut go-to-market time from months to weeks through automated pipelines, immutable infrastructure and zero-downtime deployment patterns.
- Established incident management, on-call rotation and blameless post-mortems — reduced MTTR by 60%.

Development Team Lead – Platform Development

Orion Health (Global Healthcare Integration Platform), Auckland, NZ

Apr 2014 – May 2018

- Grew and led teams of 4-8 engineers delivering FHIR APIs, HL7 integrations and federated health-record sharing (XDS.b, XUA) for US and APAC health systems.
- Reduced environment provisioning from 4 person-weeks to 16 person-hours via AWS automation and immutable server baselines.
- Coached teams on Scrum & Kanban; achieved consistent velocity improvement of 25-40% quarter-on-quarter.
- Directly contributed to winning multi-year US enterprise contracts through technical leadership on NwHIN and NextGate EMPI integrations.

Technical Leadership & Tools

Leadership: Hiring & onboarding, career development frameworks, engineering KPIs, OKRs, Agile coaching (ICP-ATF), ScrumMaster

Cloud & Platforms: AWS (certified Cloud Practitioner), Azure, Terraform, Ansible, Puppet

Delivery & Ops: CI/CD (Jenkins, Bamboo, Bitbucket Pipelines), observability (Splunk, Grafana, Prometheus), incident management

Languages & Standards: Java, PHP, OpenAPI/Swagger, FHIR, HL7, SQL

Education & Certifications

- Bachelor of Science, Computer Science – Curtin University, Western Australia (1998)
- AWS Certified Cloud Practitioner (2020)
- ICAgile Certified Professional – Agile Team Facilitation (ICP-ATF)
- Certified ScrumMaster (Scrum Alliance)
- 6 Sigma Blue Belt

Languages

English (native), Mandarin, Cantonese, Bahasa Malaysia

Interests

Low-level systems, financial independence, travel, animal welfare & conservation