

Tom Szpak

Senior Software Engineer — Platform & Infrastructure

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SUMMARY

Platform and infrastructure engineer with a full-stack software engineering foundation, based in Wales, UK. Five years at Brandwatch spanning application development and, more recently, platform reliability, observability, and identity/auth infrastructure. Recently led a year-long authentication system decommissioning project end-to-end, cutting median login latency by roughly half with zero production incidents. Runs a personal homelab as an ongoing testbed for Kubernetes, GitOps, and observability tooling.

SKILLS

Platform & Infrastructure: Kubernetes, Helm, Docker, Terraform, Linux administration, CI/CD (GitHub Actions)

Observability & Reliability: Prometheus, Grafana, Loki, OpenTelemetry, incident response & root-cause analysis

Identity & Auth: OIDC/OAuth, API gateway architecture & migration, JWTs, JWKS

Software Engineering: Node.js, TypeScript, React, Express.js, PostgreSQL

EXPERIENCE

Brandwatch Ltd — Brighton / Remote

May 2026 – Present

Senior Software Engineer

- Own reliability, observability and CI/CD practices for critical microservices, with monitoring and alerting built on Prometheus, Grafana, Loki and OpenTelemetry.
- Drive infrastructure automation and Infrastructure-as-Code initiatives (Terraform) to reduce manual operational toil and improve deployment consistency.
- Partner cross-functionally with engineering and security stakeholders to plan and execute zero-downtime migrations for business-critical systems.

Brandwatch Ltd — Brighton / Remote

Jan 2021 – May 2026

Software Engineer — Platform & Infrastructure focus

- Led the end-to-end decommissioning and migration of a legacy, custom pre-OIDC authentication service and nginx API gateway onto a consolidated OIDC-based cluster platform — cutting median login latency by roughly 54% across ~520,000 post-cutover requests, with zero production incidents.
- Designed and rolled out client SDKs (JavaScript, React, Express) to migrate 10-50 downstream applications onto the new authentication flow.
- Built backend functionality and RESTful APIs with Express.js and Node.js; contributed to a migration from GraphQL to React Query, improving front-end data-fetching performance.
- Managed technical debt through regular code review and refactoring, and contributed to architectural decisions supporting ongoing platform growth.

Brandwatch Ltd — Brighton / Remote

Apr 2018 – Jan 2021

Technical Support Engineer

- Provided second-line technical support across a Node.js front end and Java/PostgreSQL back end, and built a new internal admin platform for commercial and engineering users.

PERSONAL PROJECTS

- Autonomous DevOps Reliability Platform — self-hosted platform engineering project on k3s and Helm, with observability via Prometheus, Grafana, Loki and OpenTelemetry, and CI/CD via GitHub Actions.
- Homelab (k3s, Tailscale, Immich, local GPU compute) — ongoing testbed for self-hosting, networking and infrastructure automation.

EDUCATION

BSc, Computing (Computer & Data Science) — Cardiff Metropolitan University, 2015 – 2017

Erasmus exchange, Machine Learning / Big Data minor — Fontys University of Applied Sciences, Eindhoven, 2016 – 2017