

# JORDAN GRIEVE

## SOFTWARE DEVELOPER

FULL UK DRIVING LICENCE

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## PROFILE

Developer at DFYNE, one of Scotland's fastest-growing brands, supporting a production platform that serves over a billion requests a month and the internal tools our teams rely on. The part of my work I enjoy most is investigation: reproducing a problem, using monitoring, logs, browser tools and data to find the real cause, fixing it, and confirming it stays fixed. I explain technical issues in plain language, document what I find, and look for ways to stop problems coming back. Looking for a support developer or technical support role where I can combine troubleshooting, customer contact, and code.

## EXPERIENCE

### DFYNE | FRONTEND DEVELOPER

Glasgow, Scotland July 2025 – present

- Investigated and fixed a production issue end to end. Using OpenTelemetry monitoring I set up in Dash0, found that 35% of international visitors were reaching the wrong regional store. Traced it to a third-party app that redirected only after the page had loaded and failed on slow connections; made the case to the CEO, migrated DNS to Cloudflare and replaced the app with a Cloudflare Worker. Wrong-region traffic fell to 6% (45% to under 9% on the US store).
- Supported an internal tool used daily by the athlete management team (team project). Redesigned the user journey around how the managers work, improved performance and accessibility to WCAG AAA, helped consolidate the data into a single source and reduce query times, and added alerting on its integrations so failures are caught before users report them.
- Kept the live storefront stable through the busiest drops and sale days on record, monitoring performance during launches and keeping the team updated in plain language.
- Improved performance for real users: US LCP from 1.61s to under 1s, Lighthouse mobile from 42 to 62. Built configurable storefront sections so the marketing team can run drops and sales themselves, reducing requests for developer time.

## PROJECTS

### POSTBOX

- Designed and built a multi-tenant help desk solo, using AI-assisted development: tickets arrive by web form or email, threaded conversations, agent replies by email, notifications and auto-replies.
- Built with support in mind: per-customer data isolation, signed and idempotent email webhooks so retries never create duplicate tickets, rate limiting, and Sentry error monitoring in production.
- Written engineering, deployment and database documentation, and around 1,400 automated tests running in CI on every change, so the next person can support it safely.

## CALLBACK

- A live voice mock-interview app that runs against a specific job description and returns scored feedback quoting your own answers.
- Wired Hume EVI for the voice conversation and Gemini for the written feedback, on Next.js 16, React 19, TypeScript and Postgres behind Drizzle, with Clerk handling auth and billing.
- Layered Clerk auth over Arcjet shield, bot detection and rate limiting in one proxy, with webhook and metadata routes deliberately bypassing it, so Clerk's own events and search crawlers are not silently 403'd.

## SKILLS

**Investigation and monitoring:** browser developer tools, application logs, OpenTelemetry (Dash0), Sentry, Microsoft Clarity, Cloudflare analytics, root-cause analysis

**Data:** SQL, PostgreSQL, BigQuery, JSON

**Web fundamentals:** HTTP, REST APIs, webhooks, authentication and permissions (Clerk), DNS and caching (Cloudflare)

**Development:** TypeScript, JavaScript, React, Next.js, Node.js, Git, GitHub Actions

**Quality:** Vitest, Playwright, release QA, WCAG 2.2 AAA accessibility testing

**Ways of working:** clear written updates, documentation, prioritising by impact and urgency, AI-assisted work with verification and no confidential data

## EDUCATION

- BSc (Hons) Web Design and Development 2:1 - Edinburgh Napier University, 2023 – 2025
- HND Web Development - Edinburgh College, 2021 – 2023