Paul Hallett_

Engineering leader who builds and runs high-trust production platforms.

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I lead the team behind Kraken Phone, a real-time telephony and voice AI platform, and I'm accountable for its reliability, on-call and incident response. I have 5+ years of experience managing engineers, a background in developer ecosystems (Twilio, and PokéAPI at 10B+ requests a month), and I now build with MCP and LLM agents.

EXPERIENCE

Kraken Tech — Lead Software Engineer, Kraken Phone

London UK · Energy retail operating platform · Jan 2024 – Present

I lead engineering for Kraken Phone, the contact-centre telephony and voice AI platform used by energy retailers in Europe, Japan and North America.

- **Promoted** to Lead in Oct 2025. I manage a 6-person backend team, set the roadmap with product, run performance reviews and coach engineers through promotion.
- **Led Subscription Profiles** from proposal to GA (Apr 2026): wrote the designs, broke the work down for ~9 engineers and saw it through to flag removal.
- **Own operational rigour** for a business-critical real-time service: SEV-1/2 incident lead, on-call rota, postmortems. Moved the team to incident.io and rebuilt alert routing across ~500 Datadog monitors.
- **Distributed systems** built on Twilio, Ably, AWS and our own call-routing engine, with client teams in many time zones.
- **AI and agentic systems:** prototyped an LLM caller brief, built an MCP tool for AI agents, and introduced AI-assisted incident triage.

Sharesies — Technical Lead & People Manager

Wellington NZ · Financial markets and wealth platform · Mar 2020 – Dec 2023

- **People manager** for the Operator Efficiency team. Built a brand new team into one of the most productive in the company and mentored every direct report through promotion.
- **Delivered** two-factor authentication and automated withdrawal verification, which cut manual work by 92%.
- **Led** internal platform work: operator roles and permissions, React for Sharesies Admin, and hundreds of page performance improvements.

Twilio — Developer Evangelist

London / San Francisco · Communications APIs · Jan 2014 – Jan 2015

Earlier roles

Catalyst, Senior Developer / Tech Lead, Wellington NZ, 2019 – 2020
Babylon, Senior Software Engineer / Tech Lead, London UK, 2017 – 2019
Lyst, Software Engineer, London UK, 2015 – 2017

OPEN SOURCE

PokéAPI — The Pokémon API

Creator and maintainer · 10B+ requests/month · 130+ contributors · 5k+ stars

Clientele — Build API clients the modern way

A framework for building consistent, typed Python API clients.

EDUCATION

University of Plymouth
BSc (Hons) Computer Science, 2009 – 2013

SKILLS

People and performance management · Coaching · Hiring · Roadmap planning · Incident leadership · On-call and operational excellence · Backend and platform engineering · API design · Domain Driven Design · TDD

TECHNOLOGIES

Python · Django · FastAPI · Flask · Postgres · GraphQL · HTMX · TypeScript · React · AWS · Docker · Twilio · Ably · Datadog · Sentry · MCP

AWARDS

Django Individual Member for contributing to and promoting Django and DjangoGirls in Europe.

LANGUAGES

English (native), te reo Māori (basic), French (basic), Japanese (basic).

VALUES

Deliver value to users fast. Trust engineers and their potential to grow. Extra time on quality always pays off. Pragmatism and honesty.

HOBBIES

Drumming, Photography, Game dev, Home automation.

built from markdown with paulblish