

Curriculum vitae

Basic information

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Personal Profile

Software Engineering Manager who develops people and leaders, strengthens engineering capability and enables teams to deliver dependable customer-facing products. My leadership scope includes developing senior engineers who have their own line-management responsibilities, helping them strengthen their leadership practice and support the development of their teams.

I lead by creating clarity, building trust and establishing meaningful accountability—giving people the support and autonomy to solve difficult problems, make sound decisions and grow in confidence.

My experience spans engineering management, software and data engineering, architecture and analytics. This breadth helps me connect people, technology, delivery and business outcomes, while contributing beyond the boundaries of an individual team.

I measure my leadership not only by what a team delivers today, but by whether it becomes stronger, more capable and more self-sufficient over time.

Work experience

July 2020 - Present

Engineering Manager
Sky Betting & Gaming, part of Flutter Entertainment
ENGINEERING MANAGER | June 2023–Present

- Lead a cross-functional engineering team responsible for high-profile, customer-facing Free-to-Play products.
- Set clear direction and create the conditions for engineers to take ownership of technical decisions, delivery and operational outcomes.
 - Coach and develop two Senior Software Engineers who also line-manage mid-level engineers, helping them strengthen their leadership practice, navigate people-management responsibilities and support the continued development of their teams.
 - Led a project to bring the Free-to-Play technology stack in-house, coordinating engineering work and dependencies across teams and stakeholders.
 - Supported delivery across major sporting products and events, including ITV7, Super 6 and World Cup initiatives.
 - Led improvements to platform resilience, capacity and operational readiness for

products experiencing significant peaks in customer demand.

- Oversee the engineering lifecycle across planning, CI/CD, automated testing, technical debt, release readiness and incident response.
- Develop engineers through coaching, regular feedback and delegated leadership, including supporting a Senior Engineer's progression into a Tech Lead role.
- Partner with Product, Delivery, Architecture and engineering stakeholders to resolve dependencies and align delivery with wider priorities.
- Contribute to engineering strategy, standards and capability beyond the immediate team.
- Serve as an Incident Commander within the on-call rota, coordinating responses to operational issues.

LEAD SOFTWARE ENGINEER | January 2023–June 2023

Led and developed engineers within the Customer Data Hub squad, combining people leadership with technical and delivery responsibility.

- Supported engineers through one-to-ones, development planning, coaching and regular feedback.
- Worked with engineers, architects and technical and non-technical stakeholders to design sustainable solutions aligned with strategic goals.
- Helped the team manage changing priorities by creating clarity, supporting effective planning and maintaining focus on outcomes.
- Built relationships across Product, Delivery and Engineering to identify dependencies and support effective decision-making.

DATA ENGINEER | July 2020–January 2023

Developed and supported data services within the Data Gaming squad.

- Built and maintained data pipelines, responding to changing business needs while improving performance and data quality.
- Supported services through an out-of-hours on-call rota, diagnosing and resolving failures across the wider Data function.
- Contributed to the migration of data services to Google Cloud Platform, using technologies including BigQuery, Airflow, Kubernetes, Spark and SQL.
- Participated in code reviews, deployments, documentation and operational support.
- Mentored colleagues and shared knowledge with team members and new starters.

June 2019 - July 2020

Data Warehouse Architect StepChange Debt Charity

Led the architecture, development and ongoing improvement of data-warehouse capabilities supporting teams across the charity.

- Designed and delivered data-warehouse enhancements, including new data marts and migrations from legacy systems.
- Improved platform reliability, availability, recovery and performance.
- Translated organisational reporting and analytical requirements into fit-for-purpose technical solutions.
- Led technical discussions, assessed delivery effort and aligned priorities with tactical and strategic objectives.
- Provided technical leadership, coaching and mentoring to BI developers and

colleagues.

- Developed and maintained data and reporting solutions using Microsoft SQL Server, SSIS and SSRS.

September 2015 - May 2019

MI Data Analyst

Medical Protection Society

- Delivered reporting and analysis for stakeholders across the organisation.
- Improved access to information through automation and self-service reporting.
- Acted as a subject-matter expert within strategic transformation workshops.
- Contributed to Target Operating Model discussions and work involving a strategic external partner.
- Translated effectively between business requirements and technical implementation.

July 2003 - September 2015

Progressive customer, data and leadership roles

British Gas, Centrica

Progressed from customer-facing roles into MI development, technical leadership, business partnering and credit-risk leadership.

- Managed and developed analysts and reporting professionals across several leadership roles.
- Led reporting delivery, workload prioritisation, standards and process improvement.
- Built relationships across commercial, operational and technology functions, translating between business objectives and technical delivery.
- Worked with an offshore partner to transfer technical and business knowledge.
- Developed collection and recovery strategies supported by credit-risk analysis.
- Earlier customer-management experience established a strong foundation in communication, coaching and handling complex situations.

June 1995 - July 2003

Progressive operational and management roles

Catering industry

Progressed from customer service into Team Leader and Assistant Manager roles, with line-management responsibility for teams of up to 12 people.

How I lead and deliver

- Build trust-led, psychologically safe teams with clear expectations and accountability.
- Develop engineers and emerging leaders through coaching, feedback and meaningful stretch opportunities.
- Build leadership capability through others, extending my impact beyond my direct management relationships.
- Connect engineering decisions with customer, product, operational and commercial outcomes.
- Lead complex delivery across team and organisational boundaries.
- Apply technically informed judgement without removing ownership from engineers.
- Improve resilience, operational readiness and sustainable engineering practices.
- Bring clarity and forward momentum during uncertainty and organisational change.

Education

September 2025

Affiliateship of the City and Guilds of London Institute — AfCGI

City & Guilds of London Institute

Professional recognition of leadership capability.

September 2025

ILM Level 5 Leadership and Management

Leeds Beckett University

Leadership development at leader-of-leaders level, building upon the ILM Level 3 programme and supporting leadership responsibilities already exercised through other line managers.

Dec 2023

ILM Level 3 Leadership and Management

Leeds Beckett University

Development covering practical management skills, team motivation, relationship management and leadership capability.