



CLAYTON SIBY SOFTWARE ENGINEER

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SUMMARY

Software Engineer building and contributing to reliable, user-focused systems and driving product outcomes. Combining pragmatic architecture, data-driven tradeoffs, and hands-on mentoring to raise team velocity. Looking for a role to make tangible impact, broaden my skills through collaboration with designers, PMs, and engineers across seniority levels, and lead end-to-end delivery.

SKILLS

FrontEnd: Javascript, Typescript, React, NextJS, Redux, Bootstrap, HTML5 & CSS3

BackEnd: Python, Django/DRS, FastAPI, Ruby/Ruby on Rails, Elixir/Phoenix, NodeJS, PSQL, SQL

Cloud: GCP BigQuery, AWS EC2 instances, Elastic Beanstalk, Jenkins, Sentry, Travis, Heroku, Graffana

Tools and Methods: Git/Github, Jira Kanban/Scram, Rspec, Pytests, Rspec, Jest tests, TDD, BDD

Soft Skilss: Pair and Mob programming, Communication, Leadership, Code Reviews, Emotional Intelligence

WORK EXPERIENCE

SOFTWARE ENGINEER

Helm Digital, South Africa

Nov 2023 - Present

- Integrated large language models (ChatGPT and custom LLM pipelines) to deliver live intelligent chatbots for enterprise clients including Absa, Makro, Game, Coach Vici, and Dr. Oetker.
- Designed and implemented chatbot UX using a custom workflow builder and Figma; integrated ChatGPT to increase conversational intelligence and drive a measurable uplift in Monthly Active Users.
- Built a real-time analytics and reporting web UI exposing MAUs and product/client usage, enabling live performance tracking, prioritization of improvement areas, and lead generation for commercial teams.
- Architected, developed, tested, deployed, and maintained a scalable scheduling system for bulk Highly Structured WhatsApp messages, enabling campaign and service communication to millions of users.
- Implemented automated and manual archiving of WhatsApp messages into GCP BigQuery for efficient backups, retention, and storage optimization of central databases.
- Served as Lead Engineer for Absa, Game, Makro, and Coach Vici: translated product requirements into roadmaps, estimated delivery timelines, and coordinated engineering, product, and leadership stakeholders.
- Designed Docker-based service architectures and CI/CD pipelines, integrated Sentry for automated builds/testing and scheduled deployments, reducing release friction and accelerating delivery.
- Authored database migration scripts to update client records during API version changes, ensuring data integrity and consistent modeling across releases.
- Developed and documented RESTful APIs with Swagger YAML; validated endpoints using Postman, Jupyter notebooks, and Swagger UI to ensure reliable consumer integrations.
- Provided production support and iterative tuning for ChatGPT-based systems, improving human-like interactions and increasing user engagement through monitoring, metrics, and incident response.
- Operated within Agile processes (two-week sprints, complexity-based story points); ran design reviews, code reviews, and mentored engineers across experience levels.

SOFTWARE ENGINEER

Flexperto, Germany (remote)

April 2023 - October 2023

- Built features for a live video chat SaaS with AI-supported transcriptions, enabling real-time client–customer communication and post-session transcripts for enterprise customers (Mercedes-Benz, ADAC).
- Implemented backend microservices in Node.js and PHP and frontend components in React + TypeScript; designed modular services for independent deployment and faster feature rollouts.
- Integrated and optimized AI transcription pipelines for low-latency, high-accuracy live captions and searchable session transcripts.
- Implemented Jenkins-based CI pipelines for automated testing, builds, and deployments, reducing release risk and improving deployment cadence.
- Collaborated cross-functionally with Client Success, Design, ML, and Engineering teams to improve UX and performance; translated user feedback into prioritized product improvements.
- Enforced code quality, testing, and documentation best practices; applied OOP and SOLID principles to backend design for scalability and maintainability.
- Operated in Agile (Scrum/Kanban): participated in standups, sprint planning, grooming, and code reviews and contributing to technical decisions.
- Proactively tracked industry trends and proposed tooling/architecture improvements that informed team decisions and roadmap priorities.

FULL-STACK SOFTWARE ENGINEER

Platform45, South Africa (hybrid)

April 2022 - April 2023

- Translated stakeholder requirements into prioritized, production-ready features that improved functionality and customer satisfaction for multiple clients.
- Built and maintained background processing pipelines (Redis, Sidekiq, threaded workers) to support high-throughput ticketing and live-event workloads with millions of active users.
- Engineered real-time streaming data ingestion and processing for live events, lowering operational latency and ensuring seamless user experience during peak traffic.
- Implemented email notification services with SendGrid for a Node.js backend: templating, delivery/retry logic, monitoring, and campaign dispatch.
- Integrated ticket-sales and email workflows via Redis-backed queues and Sidekiq to ensure reliable, scalable asynchronous processing.
- Designed and shipped responsive e-commerce UI components (React + TypeScript patterns implied) that simplified navigation and reduced support volume.
- Converted product concepts and designs into thoroughly tested software with unit and integration tests; enforced CI practices for dependable releases.
- Connected real-time analytics to automation tooling to streamline customer-support workflows and surface operational insights for faster response.
- Operated in Agile teams (Scrum/Kanban): participated in standups, sprint planning, grooming, and cross-functional reviews to align delivery with business goals.

TECHNICAL SUPPORT ENGINEER

SIMU.IQ, Denmark (remote)

Sept 2021 - April 2022

- Managed client servers in real time: performed upgrades, capacity tuning, monitoring, and optimizations that minimized downtime and improved service reliability.
- Built an internal automated device-detection and onboarding system to auto-identify and configure client devices, reducing manual setup and accelerating time-to-value.
- Designed and implemented an automation testing algorithm and test harness for integration workflows, cutting end-to-end test time and improving release accuracy.
- Engineered a token-based authentication system (token lifecycle, validation, and access controls) to secure client resources and reduce unauthorized access risk.
- Implemented proactive monitoring and alerting tied to operational runbooks, enabling faster incident response and higher client satisfaction.

EDUCATION

GOLDSMITHS UNIVERSITY OF LONDON

Bachelor of Science in Computer Science

June 2023 - present

- **Specializations:** Software Engineering and Cybersecurity
- **Expected Graduation:** September 2027

MICROVERSE (Bootcamp)

Full Stack Software Engineering Certificate

March 2020 - August 2021

- Developed full-stack projects (Ruby on Rails, JavaScript, React, Redux) during a 1,300+ hour bootcamp while practicing remote pair programming, GitHub-based workflows (git-flow), code reviews, and daily standups with international teams to simulate real-world engineering collaboration.

FREECODECAMP

Advance Algorithms and Datastructures

Jan 2019 - September 2019