

Richard Churchill

Interim CTO, Architecture, Engineering and Security Focused Roles

London, United Kingdom | [LinkedIn](#)

Chief Cloud Architect with 17 years building and scaling B2B SaaS platforms on AWS and Azure, specializing in DevSecOps, cloud strategy, and AI transformation for regulated industries.

EXPERIENCE

Interim CTO, Architecture, Engineering and Security Focused Roles Mar 2021 — Present
Wealth Dynamix *Remote*

Leading cloud architecture, engineering, and security transformation for a fintech CRM platform. Set strategy for generative AI propositions including MCP and Agents, embedding GitHub Copilot to achieve 5x productivity gains. Deployed multi-tenant and single-tenant SaaS on Azure using Infrastructure as Code, established DevSecOps practices from the ground up, and transformed on-premise business to cloud-based SaaS. Point of contact for customer CISOs on cybersecurity and compliance strategy.

Chief Cloud Architect Jan 2020 — Jan 2021
SessionCam *Remote*

Led governance and cost reduction programme for Martech SaaS deployment on AWS to prepare company for acquisition. Increased margin by 28 points over 12 months, delivering approximately \$2m in ongoing savings. Managed multi-million pound infrastructure budget and delivered improvements through engineering teams and solo effort.

Chief Product Officer / CTO May 2009 — Aug 2016
SessionCam Ltd *Greater Norwich Area, United Kingdom*

Transformed CX analytics product to be 60% more efficient with user time and restructured engineering into cross-functional Scrum teams for predictable delivery. Introduced data science capabilities to maximize value and user efficiency. Established product vision and roadmaps aligned with client and internal stakeholder needs, bringing 5 innovations to market and creating IP positions. Spoke at 15 industry events across UK and abroad.

CTO Jan 2008 — Apr 2015
SessionCam / ServiceTick *Norwich*

Established and led engineering teams across front-end, data, operations, and core infrastructure. Evolved VOC and analytics products while managing governance and vendor selection for cloud and on-premise environments. Built strong security and compliance posture, created policies, and scaled out-of-hours support function. Grew the platform to support enterprise clients.

Web Futures Technical Architect Feb 2007 — Dec 2007
Norwich Union

Technical Architect Jan 2006 — Feb 2007
Norwich Union eChannels

Senior Technical Web Developer Aug 2001 — Jul 2005
Norwich Union

Various Technical Roles Jan 2001 — Jan 2008
Financial Services *Norwich*

Held positions across technical roles focused on web development and large-scale architecture in financial services sector.

Web Developer Jan 1999 — Jan 2000
Norwich Union Group Internet Services

EDUCATION

City College Norwich Jan 1998 — Jan 2001
HND in Computing

PROJECTS

Patent US 10,498,842 for session replay technology, Methods For Recording User Interactions With A Website System for recording sessions of user interaction with websites for subsequent replay, enabling website owners to understand user behavior and increase revenue. Pioneered session replay market with innovative recording and playback capabilities.

Patent US 10,331,221 for predictive user struggle detection, Methods For Analysing User Interactions With A User Interface

Co-invented with Juan Darte. System producing predictive models to analyze user interaction with websites and determine when users struggle to complete their intended journey. Enables prioritization of problems, quantification of revenue at risk, and automated intervention to increase success rates.

CERTIFICATIONS

RAG and Fine-Tuning Explained, LinkedIn	Aug 2024
What Is Generative AI?, LinkedIn	Jul 2024
Exam Prep: Microsoft Azure Fundamentals (AZ-900), LinkedIn	Mar 2021
Data Science Math Skills by Duke University, Coursera	Feb 2017

SKILLS

Web Services · ASP.NET · JavaScript · Web Applications · Agile Methodologies · SOA · Software Engineering · Web Development · Vendor Management · Product Management · Business Intelligence (BI) · Data Visualization · Data Science · Competitive Analysis · Integration · Security · Business Analysis · Analytics · Product Development · Strategic Planning · IT Strategy · C# · Microsoft SQL Server · SQL Server · Databases · .NET Core · Node.js · Python (Programming Language) · R · Amazon Web Services (AWS) · .NET Framework · Linux · Elasticsearch · SQL · Leadership · Management · Team Leadership · Apache Spark · Cloud Security · Patent Strategy · Patent Analysis · Patent Preparation · Technology Roadmapping · Product Road Mapping · Agile Leadership · Artificial Intelligence (AI) · Generative AI Tools · Generative AI · Cloud architecture · Data Protection · Kanban · Scrum · Governance · Mentoring · Public speaking · Stakeholder Management · Policy · IAM · PIM · PAM · M&A Due Diligence · Corporate Transactions · IP Strategy · Azure · Solr Cloud · ETL · QuickSight · CI/CD · Glue · Lambda · Git · GCP · Docker · Kubernetes · IaaS · PaaS · DevOps · Microservices · Key Management · BYOK · Cloudflare · Palo Alto Prisma · VPN · PrivateLink · Grafana · MSP · Entra · Terraform · Postgres · NoSQL · Cassandra · DynamoDB · IaC · Ollama · AKS · Azure DevOps · Gitlab · HSM · Advanced encryption · Azure AI Foundry · GitHub Copilot · Fast MCP · FastAPI · Railway