

Brett Dargan

TECH CO-FOUNDER · FOUNDING ENGINEER · ARCHITECT

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Summary

Results-oriented Tech Co-Founder, Architect and Founding Engineer with 20+ years building reliable products and platforms from strategy to execution. Founded ZipID (acquired by Equifax), scaled Wotif.com during early days and optimised for international expansion. Enabled a whole company digital transformation of Australia's largest Home Services company in Australia, Fallon Solutions, with a UX & customer focused job delivery platform including finance & marketing integrations revolutionising management information.

Experience

Fallon Solutions IT - Fallon Solutions Group

Sep. 2019 - present

FOUNDING ENGINEER

Brisbane, AU

Co-Designed and pioneered an end-to-end field service platform for Queensland's largest multi-trade firm, working directly across product strategy, full-stack engineering, to deliver measurable business impact

- Enabled successful private equity exit with 60% revenue growth and 25% increase to gross margin over 5 years
- Built platform supporting \$50M+ annual revenue across 150+ staff and thousands of jobs monthly
- Achieved zero downtime during full platform migration through phased rollout strategy and scaffolding approach
- Saved over 20 minutes per job in the field with streamlined mobile workflows covering majority of technician tasks
- Cut call handling time by 30%, increased booking conversion rate by 6% through optimised customer booking flow
- Designed the platform to fit the business, by working with all levels to deeply understand the operations
- Achieved 99.995% uptime by building reliable CI/CD and rollback processes for on-demand daily releases
- Built event-driven microservices on AWS (Lambda, SQS, DynamoDB, AppSync, OpenSearch) via CDK
- Co-Developed SwiftUI iOS mobile app for field technicians and React web applications for office staff and customers

ZipID (acquired by Equifax 2015)

Sep 2013 - Sep 2019

TECH CO-FOUNDER

Brisbane, AU

Co-Founded and crafted product from concept through launch, scale, and acquisition.

- Created secure platform for banks, brokers, and conveyancers to meet regulatory identity verification requirements
- Bootstrapped the business
- Won major banking clients incl. Macquarie and ING as a FinTech start-up by pre-sales support and due-diligence reviews
- Overcame barriers to entry by architecting API encryption strategy for cross-platform mobile clients
- Co-Led integration with Equifax systems post-acquisition to deliver multi-layer identity verification solution.
- Maintained a 99.99% up-time by building reliable deployment pipeline and rollback processes for on-demand daily releases
- Delivered AWS-hosted system spanning customer booking portal, mobile verification app, QA workflows, and reporting"
- Landed the Android mobile app faster by mentoring offshore team to improve processes and raise code quality

Expedia / Wotif Group

Jul 2008 - Feb 2015

LEAD ARCHITECT

Brisbane, AU

Shaped strategy, resolved critical incidents, and drove innovation across 10+ teams in 3 cities for a major Australian flight/hotel booking platform (back-end, front-end, mobile, infrastructure).

- Raised the bar on Security, performance, reliability across the organization
- Accelerated front-end delivery from months to weeks by introducing Elasticsearch for dynamic search, freeing teams to focus on UI/components instead of API redesign.
- Enabled new "packages" product launch with API enabled acquired business offerings from wotif.com; lastminute.com.au
- Set criteria for hardware appliances including WAF (F5) and SIEM (IBM QRadar) to support the acquisition strategy
- Recovered lost Google NZ ranking (dropped out of top-3 after a google algorithm change) by deploying localized hosting infrastructure

ThoughtWorks

Nov 2002 - Jul 2008

SENIOR CONSULTANT/ENGINEER

Brisbane, AU

- Contributed to saving Wotif.com from crashing during peak load by caching and strategic technology shift
- Enabled cross product capability by building a Java API for internal Macquarie teams to access mainframe system
- Improved Suncorp banking system processing times by agile processes and UI modernisation

Senior Consultant/Engineer

EARLY CAREER

pre Nov 2002

Brisbane, AU

- Built Brisbane City Council Rates system to process over \$20 billion
- Built relaunch of Qld Tourist and Travel Corporation website in collaboration with SFO company
- Improved quality and reliability of Suncorp internal messaging team system and processes

Certificates

- 2023 **AWS Certified Solutions Architect - Associate**, Amazon Web Services (AWS) (re-certification in progress)
- 2012 **Machine Learning**, Coursera - Andrew Ng

Presentation

- 2013 **Security Intelligence in the Real World**, IBM Pulse Melbourne, AU
- 2012 **CouchDb and Elasticsearch at Wotif.com**, NoSQL Brisbane Brisbane, AU

Education

Griffith University

BACHELOR OF INFORMATICS

Brisbane, AU

Research Interests

- Secure use of AI and AI agents
- Fuzz Testing, Property Based Testing and Deterministic Simulation Testing
- Fine-grained permission DSL (Figma approach)
- Local-first apps - and Conflict-free Replicated Data Types
- Year 2038 Problem
- Code-generation from IDL - (Smithy, Proto-buf, TypeSpec)