



Nicholas Volker Moorcroft

Staff Software Engineer / Co-founder

Cape Town, South Africa

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Engineering depth. Product judgement.

Staff Software Engineer with a security foundation and experience across product and platform engineering. Leads departmental strategy and cross-team delivery, using data, user research and feedback to make software simpler to use and easier to build.

FOCUS

Engineering strategy
Technical leadership
Product discovery
User experience
Developer experience
Observability
Reliability & quality
Continuous Integration
Continuous Delivery

SELECTED TOOLS

Engineering

Ruby on Rails
Elixir · Phoenix
JavaScript · React
AWS · Docker

Delivery

GitHub Actions
CircleCI · Depot

AI development

Claude Code · Codex

EXPERIENCE

Zappi

DEC 2017–PRESENT

Staff Software Engineer

Dec 2024–present · Store Core → Engineering Leadership

- Lead initiatives across 10+ teams, partnering with engineering and product leadership. Remit grew from a handful of user journeys to the entire platform and departmental strategy, while standing in as product manager and designer for our Platform Engineering team (site reliability and developer experience).
- Write and evolve engineering strategy as company and industry needs change: reducing development friction and improving delivery, then strengthening quality, platform health and shared expertise as AI adoption accelerates.
- Translate developer surveys, workshops and friction logs into priorities. Lead local development improvements and coordinate CI migration from CircleCI to GitHub Actions and Depot, combining implementation with support for adopting teams.
- Roll out and evolve contextual support and separate product-feedback channels. Connect user insight with product priorities, mentor engineers and align teams around measurable outcomes.

Senior Software Engineer II

Oct 2022–Nov 2024 · Purchase Ops → Store Core

- Technical lead across pricing, quoting, checkout, payments and revenue recognition, including delivery of a SaaS pricing strategy.
- Combined Rails and React engineering with user analytics and customer feedback to improve configuration and order processing. Led migration from FullStory to Datadog session replay, delivering dramatic cost savings while improving support investigation and product insight.

EDUCATION

Rhodes University

BSc Honours
Computer Science
Completed 2018

BSc
Computer Science &
Information Systems
2015–2017

SELECTED TOOLS

Observability

OpenTelemetry
Datadog · Honeycomb
Grafana · Tempo · Loki
Prometheus · InfluxDB
Kibana · Elasticsearch

Data & analytics

SQL
MySQL · PostgreSQL
Tableau · Hex
Metabase

Design

Figma · Miro
Claude Design

EXPERIENCE CONTINUED

Zappi

Software Engineer → Senior Software Engineer

Jan 2019–Oct 2022 · Senior from Jan 2022

- Delivered enterprise product features in Insights Alliance, with weekly live customer demos and feedback. Worked with Data Science on bot and low-quality response detection.
- Improved reporting correctness, performance and reliability through Report Ops and Platform Ops. Built full-stack distributed tracing with custom libraries and context propagation, later evolving it through open-source OpenTelemetry contributions and a collector.
- Extended business and product insight by making enriched platform data available for business intelligence, alongside behavioural analytics in Mixpanel.

Cyber Security Engineer & Security Intern

Dec 2017–Dec 2018

Worked with AWS infrastructure, Lambda, containers and log analysis. Continued part-time defensive security work while completing Computer Science Honours.

INDEPENDENT VENTURE

Medicus

Co-founder & sole developer

Mar 2026–present · Launched May 2026

Co-founded a South African telemedicine service with a doctor. Built the platform outside working hours, from March to its May launch, combining engineering and user-experience design.

Profitable in its first full calendar month, June 2026, with no marketing spend and growth driven largely organically.

medicusforme.co.za

EARLIER SECURITY EXPERIENCE

Mobius Consulting · 2017

Enterprise penetration testing, internally and externally.

MWR InfoSecurity · 2016–2017

Security internship and university ambassador: vulnerability simulations, remediation reporting and technical workshops.

SensePost · 2015

Threat and vulnerability analysis internship.