Henny Mugge

Head of Engineering & AI

Technology leadership for business-critical software · Microsoft Azure · AI, agents & MCP · platform reliability and migration

Leiden, South Holland (near Delft)
hennymugge@gmail.com · +31 6 139 49 765
linkedin.com/in/hennymugge

PROFILE

Technology leader with 10+ years of technology leadership, including a CTO role and an interim-CTO advisory role. I build business-critical platforms, both a SaaS product and a hosted MSP platform, and the engineering and data organisations that deliver them, with teams in the Netherlands and abroad.

My depth is hands-on: Microsoft Azure (Function Apps, Web Apps, SQL/NoSQL, Fabric, Entra ID, app registrations), .NET/C#, architecture and technical-debt reviews, and AI in both the product and the engineering process: LLM-based features, agent tooling and MCP, AI-assisted engineering and RPA.

I built a 25+ FTE engineering and data organisation within a 400+ FTE company.

I am looking for a Technology Director role where strategy and hands-on engineering leadership reinforce each other, with the ambition to grow into a CTO-level role with a larger span of control.

SELECTED OUTCOMES

- **Platform reliability at scale**: 3× transaction volume with lower TCO and 99.95% uptime.
- **Organisation**: built the engineering and data organisation, with technical leadership structures as it grew.
- **AI & automation**: LLM and agent/MCP tooling in the product, AI-assisted engineering and RPA: ≥15% operational efficiency gain and higher NPS/CSAT.
- **M&A and migration**: integration of multiple acquired technology companies and a migration to a new technology version.
- **Budget**: IT OPEX/CAPEX up to €5M with value-based business cases and portfolio prioritisation.

TECHNICAL & AI

Microsoft & platform

- Azure: Function Apps, Web Apps, Azure SQL & NoSQL, Microsoft Fabric, Entra ID, app registrations.
- .NET/C#, SQL Server, Power Platform, Microsoft 365/Entra ID, Azure DevOps and GitHub.
- Cloud-native, API-first and event-driven architecture; TM Forum ODA; automated provisioning and fulfilment.
- Architecture and technical-debt assessment, code reviews, CI/CD and release governance.

AI, domain & compliance

- AI in the product: LLM-based features and agent tooling, including MCP-based integrations.
- AI in engineering: AI-assisted engineering, prototypes and proofs-of-concept.
- Automation: RPA and process automation; AI governance for responsible use, monitoring, privacy and bias.
- Security & compliance: security-by-design and GDPR/ISO 27001 controls in the SDLC, keeping release processes workable.
- Billing & revenue: built a custom billing engine; billing and revenue operations in Salesforce.

LEADERSHIP & ORGANISATION

- Led an engineering and data organisation; teams in the Netherlands and five countries (Pakistan, India, Ukraine, Rwanda, Vietnam).
- Built operating models with clear ownership, OKR/KPI-based governance and predictable delivery.
- Coached and developed technical leads and engineers, and set up technical leadership structures as the organisation grew.

EXPERIENCE

Head of Engineering & AI · Hallo · MSP & hosted platform (high-growth) Oct 2022 – present

Promoted from Lead Digital to Head of Engineering & AI (Oct 2024), adding company-wide technology scope and direct CEO advisory.

- Report directly to the CEO; senior technology advisor to the CEO and executive team on architecture, investment priorities, technology risk and platform scalability.
- Built the engineering and data organisation from 2 → 25+ FTE across the Netherlands and abroad, including coaching of technical leads and scalable governance.
- Defined the cloud-native, API-first and event-driven platform strategy; the platform covers automated provisioning and fulfilment, warehousing integrations and TM Forum ODA systems.
- Led the migration to a new technology version and set technical direction through architecture reviews.
- Set architecture principles, engineering standards and release governance across platform teams, with clear technical-debt direction.
- Drove AI in the product and in engineering: LLM-based features, agent tooling and MCP, AI-assisted engineering and RPA, under an AI governance framework.
- Integrated acquired technology companies and aligned their platforms to the core architecture.
- Established OKR/KPI-based governance, clear ownership and predictable delivery across technology, product and business.
- Steered IT OPEX/CAPEX up to €5M with value-based business cases and portfolio prioritisation; managed technology suppliers and delivery partners critically.
- Hands-on: code and architecture reviews, technical-debt decisions, and self-built AI prototypes and proofs-of-concept.

Interim CTO (advisory, part-time) · Shiny · US CTO-as-a-Service platform Feb – Sep 2022

- Recalibrated technology strategy and architecture for the scale phase: 0→1 and 10→100 roadmaps.
- Set up team structure and leadership frameworks for sustainable growth.

CTO · EduSolutions · EdTech scale-up Jan 2019 – Feb 2022

- Took the Digitest EdTech SaaS platform from MVP to product-market fit and national rollout.
- Owned platform architecture, security and release management.
- Built the engineering organisation from 1 → 6+ FTE and achieved funding readiness.

Founder · Mugge IT · technology consultancy Jan 2016 – Jan 2019

- Led EdTech product development and set up onshore/offshore teams to accelerate time-to-market.
- Led the transition from waterfall to Scrum, with continuous improvement and quality assurance.

EDUCATION & ADDITIONAL

- **Bachelor of Music in Education (HBO)**, Codarts Rotterdam, University of the Arts.
- **Languages**: Dutch (native), English (professional).
- Speaker at technology conferences on AI transformation and cloud-native innovation; keynote on NLP interaction analysis for 50 C-level executives.
- Industries: SaaS, MSP, EdTech, high-growth scale-ups.