

Christopher Nash

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I love helping teams find and fix issues with complex systems.

I've been involved with some excellent engineering teams!

- Served as an escalation point for other Engineers, and teams in the resolution of server and system problems.
- Turned things off randomly to "drill" the engineering team and spread operations information across the whole organisation.
- Created and maintained documentation of systems and processes for existing and new systems.
- Creating runbooks, monitors, on-call rotas, and postmortems for team consumption, training and engineering roadmaps.

Built, maintained and increased observability of high throughput systems!

- On-call experience rotating over 6 years. I've spent many an hour awake at the wee hours.
- Maintaining and operating high throughput systems (millions of requests a day).
- Contributed to the development and maintenance of automation tools used in the management of our infrastructure, including **Github Actions, Jenkins, Portus, Buddy** and **CodeClimate** tooling. As well as **Terraforming** all setups and teardowns.
- Built in failover across AWS regions, and within each EKS cluster using **Linkerd** and other methods.
- Took monitoring (Engineering and Business Intelligence) and alerting from non-existent to full coverage, using **Prometheus, Datadog, Athena**
- Standardised monitoring and alerting systems into a single unified system.
- Closed out large a re-architecture of our underlying orchestration (**Cattle**) and hosting system to AWS EKS (**kubernetes**).

Cloud experience:

- Using **Docker** since 2013. Many examples of taking systems from non-container to docker over the years in various companies.
- Part of the Moltin **Kubernetes** team, we moved our entire infrastructure from **Rancher (Cattle)** to EKS (**Kubernetes**) on AWS in 2018.
- Using **AWS** heavily since 2014, including terraforming for **AWS** and managing costs.
- I have been active on **Github** for as long as I can remember.

Language Experience:

- Some experience of Go.
- 10 years of **PHP** experience.
- Have been working with **Postgres** since 2014.
- Have been working with **node** since 2015.
- Plenty of bash scripting and general linux work.

Software Engineering Experience:

Excellent experience with: DATADOG, Prometheus, Statsd, Linkerd, Zipkin, OpenTracing, Redis, Grafana, Docker, PHP, nginx, lua, nodejs, postgresql, mysql, AWS... and so on.

Good experience of: Cassandra (Scylla), mongo, Go.

Employment History:

Senior SRE

September 2019 - Present
Wifinity (wifinity.co.uk)

Wifinity is an ISP for millions of users across holiday parks and military bases in the UK and Europe.

- Orchestrated and implemented a mass cloud migration, 1.4 million users and nearly 1 terabyte of data. From one AWS account to another, including zero-downtime database migrations and traffic switchovers.
- Removed old Jenkins pipelines and implemented the beginnings of gitops using github actions.

- Introduced SLI's and SLO's for a non-monitored system. Coverage has gone from almost nothing.
- Increased Availability for customer dashboard and portals 99.01% to 99.5% without changes in costs.
- Increased Availability for internet auth providing systems (Radius) from 99.3% to 99.99%.

CTO

Why I left: I want to be a player again and not a coach!

January 2015 - August 2019

Moltin (moltin.com) - Newcastle

Moltin was an ecommerce API company. We raised \$25 million dollars and eventually exited to one of our competitors.

- Grew our engineering team from 0 - 20, going from 10 to 20 in 12 months.
- Hired and training lead engineers up from within those teams.
- Oversaw a rebuild of our version 1 (PHP/Postgres monolith), into smaller language specific components.
- Introduced onboarding practices, SLA's for enterprise customers, standardised monitoring, CI/CD pipelines.
- Introduced standardised monitoring from a bunch of different systems to unified a Datadog account using service mesh aggregation.
- Introduced standard procedures around Postmortems, Runbooks and alerting.
- Ran PG rotation with teams including escalation.
- Delivered multiple iterations of our global infrastructure.

Lead Tech (Infrastructure)

August 2014

Moltin (moltin.com) - Newcastle

- Built managed and maintained our Version 1 from genesis to deprecation with a team of engineers around me.
- Scaled and introduced systems to run the software globally with efficient costs.
- Introduced automated failover for databases, and application servers.
- Moved everything to containerised systems.

- Wrote payment integration systems for our payment gateways, shipping systems, fulfillment components, and more.
- Moved to CTO when we incorporated the company in Delaware for YC.

Infrastructure Engineer

Why I left: I was looking for higher throughput systems to deal with, I wanted to push myself further.

Jan 2014

Recite Me - Newcastle

Recite was a hard place to work. There was some great people there, so the calibre was high.

- Transitioned infrastructure to cope with the higher throughput demands.
- Hired and mentored several engineers into the company.
- Introduced changes to build processes and pipelines to speed delivery.
- Introduced a large-scale caching layer, learning techniques for our client side application, and widespread server monitoring.
- PHP, MySQL, Redis and Javascript, with some Lua and Go. Coupled with extensive linux server management.

Infrastructure Engineer

Why I left: I wanted to focus on a single product and not build multiple products for other people.

Daykin & Storey

2013 - 2014 - Newcastle

Daykin & Storey really gave me a lot of experience interacting with customers and learning how to help them, as-well as the chance to lead projects.

- Scaling large e-commerce websites with nginx, varnish and memcache to handle thousands of concurrent customers.
- AS3 / html5 framework training systems.
- Various custom and templated sites for clients. Everything from mobile apps to standard brochure sites.
- Gave me the ability to move quickly between projects, so I learned a great deal about working in a larger team, and keeping track of many projects over

a long time.

Software Engineer

Why I left: I was looking for something more challenging in a larger company. A next step in my career.

Azure

2011 - 2013 - Sunderland

One of my favourite things at Azure was the level of quality the team there pursued. Quality was placed paramount, and the things I learned here

- A small but dedicated development team working on things from simple websites to complex applications.
- Work ranged from full websites, investigative development, updating existing sites, database migrations, hack fixes, product applications, payment gateways, etc...
- All elements of development encompassed. The need to be competent across server side, and client side was imperative, including a very good understanding of linux command line.
- Working at Azure meant you had to be fluid and flexible. One moment you can be working with Silverstripe' PHP framework, the next setting up servers or dealing with hacked software.

Software Engineer

Why I left: It was time to make a next step in my career.

Free Online Games

2010 - 2011 - Sunderland

- FOG was a large gaming site based in Dubai, with offices in Sunderland. Typically FOG received over 2 million hits per month.
- At FOG I implemented the AS3 SDK and API (which included cloud saves, scores etc), fixed games, and added new features. I also worked through several re-designs on the main site, and sister sites.
- FOG was very fast-paced at times, but there was also a great deal of freedom to investigate and implement new technologies. That being I had lots of time to experiment, learn new technologies, and really get to grips

with a large scale site.

- Was a lovely team and a fantastic start to my professional career.