

# Alexandre Gervais

DIRECTOR OF TECHNOLOGY · STRATEGIST, DISTRIBUTED SYSTEMS ARCHITECT & TECH LEAD

Montréal, Canada

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## Experience

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### Ambassador Labs

Montréal, Canada

DIRECTOR OF TECHNOLOGY

2023

- Trusted adviser and member of the leadership team, championing the company's vision through compelling storytelling and strategic positioning.
- Shaped both operational and technical roadmaps, fortifying our stature as a premier engineering organization.
- Transformed business objectives and product concepts into actionable stories and project blueprints for four engineering teams.
- Elevated our DevOps practices, achieving "Elite" status based on DORA metrics.

### Ambassador Labs

Montréal, Canada

PRINCIPAL & SENIOR PRINCIPAL SOFTWARE DEVELOPER (TECH LEAD)

2020 - 2023

- Spearheaded the software architecture for Ambassador's SaaS Platform and cloud infrastructure, emphasizing rapid business feature delivery and cost optimization.
- Mentored engineering tech leads, guiding them on growth opportunities, informed technical decision-making, prioritization, and development cycle strategy.
- Championed "operational excellence" initiatives by establishing an incident response process, automating infrastructure changes, enhancing monitoring, and introducing chaos engineering practices like Game Days.

### Ambassador Labs (formerly Datawire.io)

Montréal, Canada

SENIOR SOFTWARE DEVELOPER

2019 - 2020

- Open-source contributor and maintainer of the Emissary-ingress, Telepresence and Kubernetes SIG-network projects hosted by the CNCF.
- Developed proprietary features using Go and Python for the Ambassador platform, complemented by comprehensive documentation and articles to streamline user adoption.
- Collaborated with the Marketing team to implement rapid growth experiments and establish an advanced analytics pipeline for business metrics.

### AppDirect

Montréal, Canada

SENIOR STAFF SOFTWARE DEVELOPER (DEVOPS & SRE TECH LEAD)

2018 - 2019

- Built observability in a micro-service architecture through tracing (OpenTracing, OpenCensus, Jaeger) and monitoring (Prometheus, Grafana).
- Establishing the roadmap and vision of platform architecture, tooling and engineering practices.
- Evangelized the concepts of Site Reliability Engineering (SRE) and Service Levels (SLI, SLO, SLA).

### AppDirect

Montréal, Canada

STAFF SOFTWARE DEVELOPER (DEVOPS)

2017 - 2018

- Evolved and contributed to open-source Kubernetes network infrastructure projects; API Gateway (Ambassador, Envoy) and ingress-controller.
- Automated the continuous integration and continuous deployment pipelines of applications; GitOps (Github, Jenkins-dsl, Kubernetes).

### AppDirect

Montréal, Canada

SENIOR SOFTWARE DEVELOPER (DEVOPS)

2015 - 2017

- Application management infrastructure setup and maintenance (Kubernetes, Docker, Terraform, Packer, AWS).
- Conceived, developed and maintained a self-service development environment provisioning web application (node.js, AngularJS, Terraform, AWS).

### Solutions Médias 360

Montréal, Canada

SOFTWARE DEVELOPER

2012 - 2015

- Designed and implemented a scalable and redundant architecture of web services and APIs (Java, JAXRS, MySQL, Redis, ElasticSearch).
- Infrastructure setup and maintenance, "devops" (AWS, Linux, Nginx, HAProxy, monitoring, security).
- Created and evolved a web-based management tool (AngularJS, node.js).
- Automated information retrieval and syndication with our industry partners (Java, Spring).

### iWeb Technologies

Montréal, Canada

INTERMEDIATE SOFTWARE DEVELOPER

2011 - 2012

- Developed a software architecture for the delivery of virtual machines in a cloud infrastructure (Agile, TDD).
- Programmed REST and JMS web services (Spring, ActiveMQ, CXF).
- Interfaced with billing and security APIs (REST).

## Education

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### HEC Montréal

POST-GRADUATE DIPLOMA IN ENTREPRENEURSHIP

Montréal, Canada

2017 - 2019

### École de technologie supérieure (ÉTS)

BACHELOR DEGREE IN SOFTWARE ENGINEERING (B.ING.)

- 3.77 / 4.30 GPA

Montréal, Canada

2006 - 2010

### Cégep André-Laurendeau

COLLEGE DIPLOMA IN COMPUTER SCIENCE

- Administrative data processing option

LaSalle (Montréal), Canada

2003 - 2006

## Volunteering & Communities

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### CNCF and Kubernetes Canada Meetup Co-organizer

[HTTPS://COMMUNITY.CNCF.IO/MONTREAL/](https://community.cncf.io/montreal/)

- Planned the meetup agenda, including speaker selection and coordination
- Hosted events and moderated discussions

Eastern Canada & Virtual

2019 - 2022

### KubeCon + CloudNativeCon Program Committee

[HTTPS://KCCNCEU2023.SCHED.COM/](https://kccnceu2023.sched.com/)

- Reviewed and scored 100+ talk proposals as a subject matter expert
- Provided recommendations and insights to the program's chair

2022

## Skills, Technologies, Languages and Software

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#### Methodologies and practices

DevOps, SRE, CI/CD, GitOps, Observability, Shape Up, Agile Scrum, TDD, Game Days

#### Cloud Native ecosystem

Kubernetes, Serverless, Ingress Controllers, Prometheus, Grafana, OpenTelemetry, Argo, AWS, GCP

#### Operating systems and tools

OS X, Linux, Git, Docker, Terraform, IntelliJ, Telepresence

#### Programming languages

Go, Javascript (node.js), Python, Java, Bash

#### Internet, web applications

Envoy, Ambassador Edge Stack, HAProxy, Nginx, REST, gRPC, SOAP

#### Identity management and security

Keycloak, OAuth 2, OpenID Connect, Keybase, Secrets management

#### Database

SQL, Consul, etcd, Redis, Elasticsearch

# Publications & Speaking Engagements

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## BLOGS AND ARTICLES

2020 -	<b>Personal Tech Blog and Articles</b>	
PRESENT	Distributed via content syndication on various platforms, including ITNEXT and JaegerTracing <a href="https://alex-gervais.medium.com/">https://alex-gervais.medium.com/</a>	<i>medium.com</i>
Mar. 2023	<b>Reducing the Cognitive Load Associated with Observability</b> <a href="https://thenewstack.io/reducing-the-cognitive-load-associated-with-observability/">https://thenewstack.io/reducing-the-cognitive-load-associated-with-observability/</a>	<i>thenewstack.io</i>
June 2020	<b>Supporting the Evolving Ingress Specification in Kubernetes 1.18</b> <a href="https://kubernetes.io/blog/2020/06/05/supporting-the-evolving-ingress-specification-in-kubernetes-1.18/">https://kubernetes.io/blog/2020/06/05/supporting-the-evolving-ingress-specification-in-kubernetes-1.18/</a>	<i>kubernetes.io</i>
Mar. 2019	<b>AppDirect Case Study - Kubernetes</b> <a href="https://kubernetes.io/case-studies/appdirect/">https://kubernetes.io/case-studies/appdirect/</a>	<i>kubernetes.io</i>
Sept. 2018	<b>Fireside Chat with Alex Gervais: Accelerating AppDirect Developer Workflow with Ambassador</b> <a href="https://blog.getambassador.io/fireside-chat-with-alex-gervais-accelerating-appdirect-developer-workflow-with-ambassador-7586597b1c34">https://blog.getambassador.io/fireside-chat-with-alex-gervais-accelerating-appdirect-developer-workflow-with-ambassador-7586597b1c34</a>	<i>Daniel Bryant; getambassador.io</i>
June 2018	<b>Evolution of the AppDirect Kubernetes Network Infrastructure</b> <a href="https://www.appdirect.com/blog/evolution-of-the-appdirect-kubernetes-network-infrastructure">https://www.appdirect.com/blog/evolution-of-the-appdirect-kubernetes-network-infrastructure</a>	<i>appdirect.com</i>

## CONFERENCES AND USER GROUPS

Feb. & Nov. 2022	<b>Running and Extending Keycloak for Your Identity Needs</b> ConFoo 2022 & alldaydevops	<i>Montréal &amp; Online</i>
Feb. & Nov. 2020	<b>Build Your Own Serverless With Knative</b> ConFoo 2020 & alldaydevops	<i>Montréal &amp; Online</i>
Feb. 2020	<b>From Grief to Growth: The 7 Stages of Observability</b> ConFoo 2020	<i>Montréal</i>
Nov. 2019	<b>GitOps in Practice</b> devopsdays Montréal	<i>Montréal</i>
Dec. 2018	<b>The Evolution of the AppDirect Kubernetes Network Infrastructure</b> KubeCon + CNCFCon North America 2018	<i>Seattle</i>
Oct. 2018	<b>Étouffez-vous? — Un cas d'API Gateway</b> devopsdays Montréal	<i>Montréal</i>
Oct. 2017	<b>AppDirect+GitHub since 2010</b> Montréal GitHub Meetup	<i>Shopify Montréal</i>
Oct. 2016	<b>HA Kubernetes Deployment</b> Meetup #2 - User stories, Kubernetes-Montréal	<i>CloudOps Montréal</i>