Alex Lovell-Troy

Senior Leader who Bridges Technology with Business Fundamentals

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Global technology leader with extensive experience leading teams, building scalable systems, and driving innovation. Proven track record of building successful practices in Cloud Solution Architecture, DevOps, and Data Strategy. Entrepreneurial spirit with experience scaling startups. Skilled in adapting to new technologies and leading high-performing teams to deliver results.

PROFESSIONAL EXPERIENCE

Chief Architect, Communications Platform – **Twilio** Tallinn, Estonia

June 2021 - March 2023

I provided teams of 100s of engineers with strategic leadership in designing architecture for a $1B platform.

- Transitioned from a centralized to a distributed collaboration model, which increased developer velocity, deployment frequency and significantly lowered change failure rates
- Established a mentorship program, which resulted in internal promotions for 1/3 of mentees in less than 1 year
- Optimized vendor portfolio inclusion in Twilio's architecture model, which improved vendor relationships, efficiency, and resulted in estimated 15% cost reduction
- Resolved internal collaboration inefficiencies through a focus on quality and sustainable engineering

System Architect, HPC and Cloud Interactions – **Cray Ltd,** Minneapolis, Minnesota

November 2018 - April 2021

I helped bring cloud to the world's largest supercomputers.

- Designed and implemented innovative cloud interaction models for HPC by improving the existing Kubernetes/Microservices architecture to interact directly with cloud tools
- Mandated open standards like OpenAPI, mTLS, OCI, and artifact signatures for all software
- Led the development of a cloud-like installation using infrastructure as code and CI/CD systems for HPC control plane
- Led PoCs for fast customer validation using VMs rather than hardware-based systems
- Focused teams on delivering a shippable product, prioritizing practicality over architectural purity
- Worked directly with customers to ensure that detailed specifications were delivered correctly

Organizational Leadership

Execution through Organizational Vision

Cross-functional team building and stakeholder management

Dashboard Culture with a focus on DORA metrics

Dogma-free Agile Software Development

Skilled Leader of hybrid and remote teams

Technical Leadership

Team Empowerment through Team Topologies, Domain Driven Design and Wardley Mapping

Global Resiliency through cellular architecture and effective software boundary contracts.

Operational Efficiency through leverage of managed services.

Data Expertise to guide teams about how to leverage data architectures from OLTP, OLAP, Data Lakes and Lakehouses to Machine Learning workbenches and AI model lifecycle management

VP Transformation Services and Solution Architecture — **Pythian Ltd,** Ottawa, Ontario

September 2016 - August 2018

I brought DevOps expertise to a traditional Professional Services agency and took over the leadership of 300+ engineers focused on strategic consulting.

- Built 6 leading-edge profitable practices in areas including Data Science, Blockchain, and Data Strategy
- Created and led the Google Cloud practice that earned 2018 Partner of the Year and was featured at Google NEXT for completing the largest to-date migration of an existing application to GCP

DevOps Architect and Director of Solution Architecture — **Pythian Ltd,** Ottawa, Ontario

June 2014 - September 2016

- Successfully led and executed dozens of consulting engagements, primarily focused on cloud data migrations.
- Increased sales conversion through the creation of a professional pre sales program
- Delivered a blockchain-based software license sharing platform for consortium of related companies
- Delivered a pre-docker containerization system using Linux Namespaces

Co-Founder — **Intros Ltd,** London, UK

May 2013 - June 2015

As featured in Adam Grant's 2013 NYT bestseller, *Give and Take*

We built a SaaS product to expose analytics in email introductions. Our goal: to make the world a more well connected place.

Co-Founder — **OneLeap Ltd,** London, UK

May 2011 - May 2013

We built a double-sided SaaS marketplace for mentorship and VC access to disrupt the old-boys networks of London VC and give entrepreneurs from underserved backgrounds an opportunity to grow. As the only developer, I did everything from software development to investor relations.

Senior Software Engineer — **Linden Lab,** Brighton, UK

May 2009 - May 2011

My team created an engine to securely accept twenty seven global currencies and exchange them for Second Life's internal currency. My architecture and software was still at the heart of all payments over a decade later.

- We reduced deployment time from days to minutes through DevOps tooling and practices.
- For two months, I personally managed the entire money supply of

TECHNOLOGIES

Data Technologies

Kafka, Spark, Snowflake, BigQuery, Redshift, Presto, Iceberg, Delta Lake, Hudi, Airflow, Datahub, KubeFlow, Clickhouse, MySQL, Postgres, Redis, AWS/GCP Data Offerings, etc...

Cloud Technologies

Serverless, Kubernetes, Terraform, Infrastructure as Code, AWS/GCP Architecture

Programming Languages

Golang, Python, Java, Typescript, Erlang, and more...

EDUCATION

Monmouth College, Illinois — *Bachelors in Computer Science*

1996 - 2000

Second Life while recruiting an Economist.

Senior System Administrator — **Linden Lab,** San Francisco, US

May 2008 - May 2009

As part of a global SRE team, I was responsible for keeping Second Life up and accessible for the tens of thousands of residents.

- Reduced time to recovery through automation for addressing most common failure scenarios
- Reduced change failure rate through contributions to the core Second Life server code

Director of IT Operations for Construction — **Large Binocular Telescope Observatory,** Tucson, AZ

February 2004 - October 2007

I was part of the team that built the world's largest optical telescope.

- Designed and built the remote observation system to allow science and control operations from any of three global partner locations.
- Selected and installed all technology at the telescope site
- Designed and built observatory networks, server rooms and control rooms