Cedric Kienzler

Team Lead Kubernetes SRE

Details

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Links

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Languages

German
● ● ● ● ●

English
● ● ● ● ○

Hobbies

Analog Photography
Longboarding

Skills

Open Source
● ● ● ● ●

Site Reliability Engineering
● ● ● ● ●

Agile Methodologies
● ● ● ● ○

Change Management
● ● ● ● ○

Incident Management
● ● ● ● ○

Building Inclusive Workplaces
● ● ● ● ○

Service Level Objectives
● ● ● ● ○

Profile

Experienced Senior Engineer with a demonstrated history of leading high performing teams on high impact projects at a large scale. Skilled in leading diverse and agile teams, fostering culture of mutual trust, respect, and innovation.

Employment History

Team Lead Kubernetes SRE, German Edge Cloud

2020 — Present   ♦ Hamburg, Germany

- Working closely with the Senior Management, specifically the CTO to shape the companies strategy, ensuring high quality products and services to our customers
- Building a remote team of highly skilled Site Reliability engineers, taking over the ownership of the companies managed Kubernetes platform.
- Overseeing the Budget for the managed Kubernetes Service, including but not limited to forecasting of infrastructure costs and reviewing budgets on a regular base with accounting
- Keeping the Team focused and challenged by taking the Product and Platform Owner Role, masking a certain level of business complexity
- Hands on maintaining the Kubernetes Infrastructure, reviewing code and design documents on a daily base, ensuring only highest-quality changes land in production
- Working closely with the service management team, establishing new incident management, change management, and problem management processes.
- Working with the Head of Sales and accounting to create a competitive pricing structure for our offerings
- Leading a company wide initiative fostering a culture of mutual trust and respect, tearing down silos between business units and improving on diversity.
- Establishing a culture of open-source within the Company, contributing improvements back to the open-source Community, establishing brand knowledge even within the community.
- Working as a representative of the company with the Cloud Native Computing Foundation in order to certify and enlist our offering on the CNCFs Website, as well as working with various other teams within the company with the ultimate goal of becoming a CNCF certified "Kubernetes Certified Service Professional"

Site Reliability Engineer 2, SharePoint Online, Microsoft

2019 — 2020   ♦ Dublin, Ireland

- Re-Designing the project management process using agile project management methods for the SharePoint Online SRE Business Unit, driving a cultural change to implement modern SRE methods
- Reviewing and refining service level indicators and objectives on a regular basis to make sure we meet the 99.99% service level agreement towards our customers
- Migrating the development environment towards state of the art tooling like Git, Azure DevOps, and Jupyter Notebooks
- Improving the service reliability by working closely together with various teams across multiple business units
- Leading the development of multiple internal tools to increase efficiency of on-call engineers, resulting in a improved time to mitigate of incidents and outages

- Planning and hosting of meetups for the Microsoft Ireland Open Source Club, as well as participating in multiple open source projects
- Onboarding a new SRE Team in China to move towards a "follow the sun" schedule by implementing proven SRE processes and delivering high quality training while being partly on site in China
- Working with the Red- and Blue Team on site in Redmond to increase the corporate security

Software Engineer, Network Security, Sophos

2017 — 2018   Karlsruhe, Germany

- Worked on the "Synchronized Application Classification Engine" product to substantially improve detection rates compared to competing vendors
- Delivered unit-tests with high branch coverage
- Leading the design phase of a new authentication-, authorization-, and accounting-service using a microservice-based approach to increase the scalability and maintainability of the code
- Leading the design and development of a new single sign on service on the firewall to apply user based policies on chrome books without the need of captive portals
- Replacing the IPsec library used on the firewall appliance in order to support IPsec IKEv2, contributed improvements back to the open source community
- Extending and improved the integration test suite for our Firewall product leading to faster release cycles

Software Engineer - EDI Process Integration, MARKANT Handels- und Service GmbH

2015 — 2016   Offenburg, Germany

- Extended, maintained, and created new real time file conversions to convert complex message types for B2B communication
- Lead a project to modernize the departments development infrastructure, including a migration from CVS to Git, a major version upgrade for the IDE, and the establishment of a continuous integration pipeline
- Evaluated various unit testing frameworks and refactored legacy code to enable unit testing in the existing product code
- Wrote software to support operation teams and implemented real-time monitoring to improve response times during incidents in a time-critical trading system
- Trained apprentices in the company on topics of software architecture, clean code, and common design patterns, enabling them to work on larger projects

Junior Software Engineer - Apprenticeship, Streit Datentechnik GmbH

2012 — 2015   Haslach im Kinzigtal, Germany

- Learned MS Visual C++, C# .NET, MS T-SQL, MFC and the Win32-API, broadening my problem solving capabilities across a wide range of technologies
- Extended existing UI controls to match modern UI standards
- Designed and implemented new UI controls for enhanced customer experience with the software
- Designed and implemented monitoring services, improving reliability of the company's network and build infrastructure
- Wrote a disassembler to read dependencies from Windows-PE and C# executables

Education

Gewerblich-Technische Schulen Offenburg, Apprenticeship as Software Engineer

Sep 2012 — Jul 2015   ♀ Offenburg im Kinzigtal, Germany

- Software engineering with Java, database development with SQL
- Server administration with Microsoft Windows Server 2012 R2
- Network planning using classless IP assignment and basic routing principles using the Cisco CCNA training course
- Backup strategies/planning
- Cryptography basics

Extra-curricular activities

Head of Network Operations - GPN18/19, Entropia e. V. - CCC Karlsruhe

2018 — 2019   ♀ Karlsruhe, Germany

- Ran the AS13020 Network for one of the largest hacking events in Germany after the Chaos Communication Congress
- Lead a Team of 15 volunteers with various skills and levels to build and run the network infrastructure
- Worked closely together with the events project management, as well as various other teams to ensure all of their requirements are fulfilled
- Planned and controlled the budget
- Acquired sponsors for network hardware and BGP interconnectivity
- Wrote automation for heterogenous infrastructure to distribute the network in 5 lecture halls, two big hackcenters and the "OpenCodes" Art exhibition
- Created extensive documentation during all stages of the project to ensure a reliable network
- Worked together with 3rd party service providers to provide fiber connectivity to the venue
- Troubleshooted production infrastructure during the event to ensure maximal reliability for all our attendees and internal customers
- Handeled abuse reports during the event
- Monitored the whole network infrastructure using Prometheus and Grafana

(Founding) Member of the Board, Open Infrastructure e. V.

2020 — Present

- Representing the Open Infrastructure (e. V.) as a founding member

Projects

BIO Routing

2018 — Present

bio routing is a project to create a versatile, fast, and reliable routing daemon in GoLang

github.com/bio-routing

Open Infrastructure e. V.

2020 — Present

Open Infrastructure is a non profit initiative to build free Infrastructure and services. The project was founded during the COVID-19 crisis to provide online services for video conferences (jitsi) and e-learning (BigBlueButton).

open-infrastructure.de