Ceiran Chapman

Versatile technology professional – Birmingham

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SKILLS

Cloud (AWS/Azure/DO)	DevOps	High Performance Computing
Kubernetes	Building & leading teams	Datacenter management
Release Management	Web application architecture	Linux
Golang	Automation	Problem solving

EXPERIENCE

Nationwide, Swindon/London– *Senior Technical Specialist (contract)*
July 2019 – Present

My time at Nationwide has been spent working with a large team across multiple sites on a project core to Nationwide's technical division (over a hundred developers and platform engineers, supporting over a dozen products). The tool we have been working on allows users to create and deploy Kubernetes clusters in different cloud environments along with everything needed to serve an application (PaaS/IaaS, services, deployments etc).

The technical aim of this is to be able to define a 'known state' for our Kubernetes clusters in a config file that can be version controlled, and deploy stacks in a repeatable, disposable and ephemeral manner, eventually allowing product teams to provision their own clusters. The softer goal is to be able to integrate the platform and development teams via common tooling, enabling a cultural shift towards a more 'DevOps' friendly way of working.

The project has been incredibly challenging from a political perspective, aside from being a key developer on the team, I have also taken ownership of and resolved various process related issues, such as:

- Implementing a release management process
- Redefining architectural goals and milestones for our deliverables
- Managing and supporting third party pentests & scoping remediation work
- Interacting with stakeholders throughout the business to help define timelines and requirement gathering

Technologies used:

- Golang
- Jenkins
- AWS
- Kubernetes
- Helm
- Terraform

My time at Nationwide has been short, but we have achieved an incredible amount in that time. Given that the success of Nationwide's various solutions and projects depend upon this critical piece of work it has been extremely satisfying to have delivered a working solution so quickly.

CapGemini, Leeds – *Software Engineering Lead / Platform Engineering Lead*
March 2018 – July 2019

Most of my time at Capgemini was spent working on a high profile Government project critical to the UKs exit from the European union, with tight deadlines and constantly changing requirements we were the only Brexit project that was delivered early and consistently given a low risk rating throughout our delivery.

My initial role was a Platform Engineer working on improvements to the existing system, with a focus on CI/delivery speed. Over time my role changed to become a cross team lead, interviewing, hiring and managing work for the platform engineering team, later on architecting solutions and processes across all test/development/platform teams on the project.

The SaaS solution we were working with consisted of a very large monolithic PHP7/Zend application running within AWS, some of the work my team and I performed:

- Replacing a Vagrant local development environment with a Kubernetes solution
- Produced roadmap for client to move from existing VM based infra to Kubernetes/Docker driven environment
- Replacing existing Jenkins freestyle jobs with Jenkins Declarative Pipeline as code jobs
- Utilizing Ansible/Puppet/Terraform to manage and change existing infrastructure
- Designing and implementing automated testing processes
- Reworking existing release process at a technical and process level
- Created new AMI build processes using Packer
- Working with other outsourcing companies to ensure alignment was present between the teams
- Training and mentoring junior team members
- Leading platform team planning sessions and client show and tells to civil servants/senior members of Government
- Designing & implementing performance testing environment using Gatling, Grafana, Influxdb and Graphite

Dealing with a very complicated existing estate and a difficult political environment has made this a very challenging project to work on. During this period I also took on line management duties for several employees based all over the country, I assisted them with political issues and conducted their performance reviews.

I received multiple awards for my contributions, and the highest possible internal performance rating from the company for my work on this project, and throughout the wider company as a whole.

Capita, Solihull - *DevOps Engineer*
March 2017 - March 2018

Working primarily within the Libraries division of Capita, where our SaaS products serve around 50 million requests daily for over 100 large customers. My role consisted of working closely with both the Operations and Development departments, acting as a point of contact to achieve cross-team objectives. Together we serve various software solutions that span across Microsoft Azure, two private datacenters and customer sites. Our SaaS solutions are primarily written in php5/php7, with an on premise solution written in C/Delphi.

Over time our team has gained a good reputation within the business, this has lead to us architecting solutions and setting up environments for many other business units within the company. As a team of three we have taken on projects that range from architecting large scale RDS Windows based environments in Azure to setting up configuring security and web servers for other business units. My primary role within this team is to be a technical decision maker and lead on any Linux/development/deployment challenges. Towards the end of my time at Capita my role became team lead, I was responsible for conducting interviews and managing the team I recruited, with a focus on setting a clear technical roadmap for them going forward.

Other Day to day:

- Planning and enacting methods to resolve backlog of technical debt within the organisation
- Working with the development team technical lead on breaking down our SaaS offerings to prepare services for PaaS/Azure
- Automating tasks and deployments with Ansible/Puppet/Bash scripts
- General infrastructure (DNS, DHCP, Nagios, observium, Veeam, kickstart among others)
- Working with our colo/private cloud providers to arrange maintenance and upgrades
- Final escalation point for helpdesk and operational issues

Projects:

- Designing and implementing a highly available layer 7 load balancer/reverse proxy to serve all frontend web content and services
- Architecting and migrating SaaS/hosted solutions to Azure Kubernetes (AKS)
- Implementing Prometheus/Grafana metrics and EFK logging across the entire infrastructure

- Designing and implementing a cloud environment for our SaaS solutions within Azure
- Translating deployments and Azure environments to Terraform deployments
- Upgrading Centos 5/6 machines to Centos 7
- Changing all web facing content from Apache/mod-php to nginx/php-fpm
- Automating patching and configuration for over one hundred Linux machines

The Manufacturing Technology Center, Coventry - *Linux Infrastructure Engineer*
June 2016 - March 2017

My primary responsibility in this role was to maintain and assist engineers using a 100 node high performance computing cluster running RHEL 6.8. The HPC was used to perform large scale simulations as part of delivering solutions to high profile business clients such as Rolls Royce, Siemens, Dassault Systémes and the Atomic Weapons Establishment.

My day to day in this role entailed:

- Troubleshooting and configuring the HA system (corosync/pacemaker)
- Compiling C/C++ software for use with MPI on the cluster
- Patching using the BSCS and Ansible
- Backups (netbackup, rsync, systemimager)
- Managing user accounts, permissions and credentials
- Writing scripts and environment modules to enable less Linux familiar users to efficiently use the cluster
- Proactively monitor general hardware and Infiniband architecture
- Using the resource manager to assign different node roles, such as Hadoop or Matlab using SLURM

I also worked closely with the infrastructure team, my day to day involvement with this team included:

- Maintaining the Hyper V cluster environment and taking steps to harden security
- Changing switch configurations, configuring ports and VLANs
- Escorting engineers from member companies around the site and monitoring their work
- Working on software projects such as a Splunk migration, and HPe IRS installations
- Making use of Active Directory and Exchange to manage user accounts and troubleshoot issues
- Operating the Checkpoint and Clearswift security systems
- Thoroughly documenting all CLI based process and procedure
- Automating as much as possible of the Linux infrastructure using Ansible and KSIS (Puppet)

Working closely with the Simulation department I took on the role of analysing their development process, and worked with them to design ways to create better, more consistent software. Some of the steps I have taken include:

- Moved the team away from multiple SVN instances and migrated to a central Gitlab CE setup
- Installed and configured build automation servers using Jenkins, eventually moving to built-in Gitlab CI tools using Docker and Gitlab Runners
- Designed and produced an internal web application that serves text and video tutorials on how to use the aforementioned tools, along with some interactivity with the cluster using Ganglia to produce usage reports
- Developing process, and architecting good practice where possible, such as encouraging code reviews and collaborative development within a large team

Chief Fire Officers Association, Tamworth — *IS Assistant*
May 2015 - June 2016

Working in a small charity that supported Fire Chiefs across the UK. The company's main drive was to help chiefs form a cohesive voice on legal policy, political opinions and public statements via consultancy and technical solutions. My role was to provide operational support while they underwent a large migration between MMS systems. I also introduced some services to the cloud, and made changes to various Linux/Windows systems hosted on site.

Starbank School, Birmingham — *IT Technician*

January 2014 - May 2015

Working in a team of three in one of the most rapidly expanding all-through schools in the country. I initially worked with the Operations Manager in designing, deploying and maintaining technology for over 3000 students and 100 staff across three schools. During this time I was exposed to a wide range of technologies in both Linux and Windows environments. My role began as tier one support but quickly turned into self driven operations role, supporting technical staff and teaching networking and coding basics to secondary school students.

Other short term roles:

- Designing and producing websites for small clients
- Working at a cafe/shop pricing produce, finding ways to improve efficiency and profit
- Manual labourer at a building site repurposing old council houses for new tenants

EDUCATION

Splunk Administration Training, Splunk

September 2016

West Midlands Fire Service, First Aid and Fire Marshall Training

February 2016

Activa, Time Management Training

August 2015

University of Wolverhampton, Certificate of Higher Education (Computing)

July 2013

Bournville College, Access to Higher Education (Computing) - Distinction

September 2011

Sutton Coldfield College, European Computer Driving License Advanced - Distinction

August 2009

Queensbridge School, GCSEs - 6 A-C including English/Maths

July 2006