GARRARD KITCHEN, B.Sc (Hons)

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Interests include:
- Serverless technology
- .NET Core
- Blazor
- DevOps
- AWS
- Azure
- Machine Learning
- Security
- Research
- Project Management
- Product Owner

Ideal locations:
- Southport
- Liverpool
- Manchester
- Preston

Full driving license

Profile

I am a technical project leader, experienced in communicating at all levels, with commercial awareness, I am accustomed to identifying improvement opportunities outside of scope.

At my last position, CTO/Developer, I had developed and nurtured a culture of DevOps. This gave me and my team the freedom, responsibility and ownership necessary to help drive the business. With the use of appropriate services (CloudWatch, Datadog, OpsGenie, Sentry.io, Epsagon, Stackify, Slack) to deliver observability, and frameworks, I instilled the AWS Operational Excellence & Reliability pillars into the company's culture. This included, but was not limited too, the creation of runbooks across multiple platforms to automate (e.g. autoscale ECS Fargate containers) and monitor both infrastructure and solution features to minimise downtime (RPO). I architected massively scalable HA, fault-tolerant and secure solutions, with DR, driven by serverless technology (such as AWS Lambda, Step Functions, API Gateway & ECS Fargate) and loosely coupled (e.g. Amazon SQS, SNS & Kinesis Data Streams). I used .NET Core (C# & F#), python and node.js interchangeably during my time in this position. My architecture included several different types of database (RDBMS, NoSQL & in-memory) including Aurora, MS SQL, DynamoDB, ElasticSearch & Redis). All my systems were integrated, packaged and deployed using a common CI/CD approach using tools such as Azure DevOps, CodePipeline, CodeBuild, CodeDeploy, OctopusDeploy, BitBucket Pipelines and Jenkins. My chosen container orchestration solution was ECS Fargate with ECR and Docker Hub registries. All stages of the release cycle were both monitored and automated. I created a polyglot development environment with a team that gave maximum effort and commitment. My serverless journey started on the Azure platform several years ago. I have used Azure for several years and using this platform I have architected, developed and deployed several massively scalable solutions.

I have a proven track record of systems integrations, acting as a remote worker manager of a European team, project managing across multiple time zones and cultures. I have a strong technical background in both server & client side development as well as serverless technologies (infrastructure, services & frameworks) and solutions delivery driven by DevOps. I am obsessive about quality UX, and with solutions that deliver on a positive CX. I am a full-stack developer.

Experience

CTO, Qualtrak Solutions; Remote worker — Sep 2008—Present

I managed a team of remote workers around Europe to develop single server, HA & cloud based solutions using a range of technologies.

I lead technical projects, architecting product systems and feature solutions and coordinating integrations with partner/SI teams around the globe.

The role is varied; ranging from technical presentations to CxO, DevOps, Full-Stack development to root cause analysis. I categorise myself as a CTO/developer (very hands on!) with extensive serverless development experience specialising in DevOps. Reporting directly to the CEO. All projects managed using Agile methodology, aided by the Atlassian products (e.g. Jira).

These are some of the projects I worked on:

- *Integrations* - To assess vendor's API then PM across timezone and culture. C#, RESTful API, OAuth, Active Directory, Silverlight, JavaScript, Ajax, WebSockets, Webhooks, Serverless. Zendesk, Twilio, Telax, DataVoice, Komutel, Altitude, Dubber, Frequentis, Spitch, Amazon Connect, Redbox.

- *New Corporate website (not released)* - 100% serverless application (SAM ASP.NET Core Razor Pages template, Bootstrap, CloudFormation, API Gateway, Lambda, S3), staged environments

- *Automation* - CloudWatch Events, Lambda, CloudFormation, API Gateway, SSM

- *Observability* - CloudWatch, Datadog, OpsGenie, Sentry.io, Epsagon, Stackify

- *CXcoach retheme* - ASP.NET Core Razor Pages, Bootstrap, CoreUI, UX design

- *CXcoach IntelliSearch* - Step Functions, ETL, Python, C#, Node.js, Serverless Framework, F#, xUnit

- *CXcoach Dashboard* - Step Functions, ETL, Python, Pandas, NumPy, JupyterLabs, C#, ASP.NET MVC, Javascript, Redis, Node.js, Serverless Framework

- *CXcoach cloud application* - Rewrite of Evaluate HA, migrated away from MSSQL to Aurora, 100% AWS serverless, ECS Fargate, C#, F#, .NET Core, ASP.NET Core Razor Pages, Azure DevOps, AWS Glue, CodePipelines, CodeBuild, BitBucket Pipelines, Bootstrap, Node.js, Python, Pandas, NumPy, JupyterLabs, Serverless Framework, SAM, Redis, Cognito, NGNIX, DynamoDB, S3, SSDT, xUnit, TDD, staged environments

- *Evaluate HA* - New Continuous Deploy model - OctopusDeploy, NATS.io, C#, Azure DevOps, Azure, Amazon Workspaces, Simple AD, Redis, RDS, S3, ALB

- *Container orchestration* - Researched substitute solution. Learnt Kubernetes, AWS EKS, kubectl

- *UX Principles* - Compiled list of principles we as a team must adhere to when developing software that interfaces to a human. I created a git repo with examples on how a product/feature must react under different scenarios. C#, JavaScript, async, ASP.NET Web API, Ajax, HTML

- *QcoachSA* - Integrated with several Speech Analytics Services, new IntelliData module, C#, F#, Azure Functions, ASP.NET MVC, JavaScript, HTML, CSS, Bootstrap, RESTful API, Azure, ElasticSearch, MS SQL, Azure Storage, Queues, Tables, VSTS, SSDT

- *E4AC* - AWS, CloudFormation (nested stacks), Amazon Connect, AMI, AWS Marketplace, S3, CodeDeploy, VSTS, Active Directory, Powershell, C#, JavaScript, ASP.NET MVC, JQuery, Angular, BootStrap, Simple AD, DynamoDB

- *Qcoach* - Azure, Cloud Agent evaluation and coaching platform, ARM, Web Azure Services, VSTS, xUnit, TDD, SSDT

- *CI/CD* - Researched and presented CI/CD workflows on container orchestration for windows containers - Jenkins, docker, Windows Server 2016

- *Evaluate HA* - Akka.NET, Windows Server 2012, internal cluster, ASP.NET MVC, C#, VSTS, JMeter, Stackify, xUnit, TDD

- *QTag* - Azure, Node.js, HTML, Azure Web Services, Azure Queues, Azure API Apps

- *Evaluate (Migrated away from Silverlight)* - C#, Angular, Ajax, Silverlight, Web API, RESTful, MSSQL, Windows Server 2012, ASP.NET MVC, TeamCity, mocha, karma, chai, sinon, istanbul

- *Evaluate SDK* - RESTful API, ASP.NET API, Mocking, TDD, Unit Testing, xUnit, Created Developer portal and online Testing tool, ASP.NET MVC, Azure Tables, IoC, Ninject

- *Evaluate agent evaluation solution* - Silverlight, C#, RIA Services, WCF, XAML, MSSQL Web based, SOA, WS-*, TeamCity, InstallAware, SmartAssembly

- *Qcoach eLearning platform* - ASP.NET Forms, Ajax, C#, JavaScript, JQuery, HTML, CSS, Telerik, WCF, Rackspace

- *Globalizer application* - WPF application, C#, Telerik, Globalization, Rackspace

- *Aspire* - Client/server, WinForms, MSSQL, InstallAware, Telerik, Maintenance & development, S3, Unit Testing, TDD

Contractor, Qualtrak Solutions; Remote worker — Jan 2007—Sep 2008
I was employed originally to develop an API for a company's client/server product. This involved employing Unit testing techniques such as TDD and documentation software and then to ship to integration partners.
I was also awarded the project to design and develop an e-learning and coaching web platform, hosted on self-managed Rackspace servers.
The work gave me my first experience of AWS services.
I worked with partners & system integrators around the world. I was asked to work full-time.

Contractor, Co-Op; Bromsgrove — 2005—Jan 2006
I was commissioned to support and enhance solutions using ASP, ASP.NET, c#, javascript, HTML and CSS. This role also included supporting Cadbury's with the Holos product (EIS). I was asked to work full-time.

Client-side web developer Team Lead, AIM Technology — Apr 2003—2004
I headed up the client-side development effort of a Scorecard web-application. This was eventually bought by Aspect.

Data Architect, AIM Technology — Nov 2002—Aug 2003
My primary role was to consolidate data from disparate systems into a Scorecard application. My responsibilities included providing an OLAP solution, BI, data analytics, pre-sales support, product installation, support and diagnostics. I worked both onsite and offsite. Other duties included enhancing the corporate website.

Education
John Moores University, Liverpool — Business Information Systems Degree (Hons), 1994
North East Wales Institute, Connah's Quay - National Diploma in Computer Science, 1990

Certification

AWS Solutions Architect - Associate Certification, 2018-2021
AWS Developer - Associate Certification, 2017-2020
1st Dan, Black belt, 2010

Skills

http://www.garrardkitchen.com/#skills

References

Costas Johnson - CEO Qualtrak Solutions, +44 (0)777 5520 459,
costas.johnson@qualtrak.com - http://www.garrardkitchen.com/reference.pdf

Hobbies

Cycling, reading, research, cooking, walking, drone flying, golf and Ju-Jitsu