CHRIS HALL

CONTACT

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AREAS OF CURRENT STUDY

- Python
- Golang
- Kubernetes
- AWS Certification

AREAS OF EXPERIENCE

- Linux/Unix Administration
- Python, Go, Ruby, JavaScript, Shell
- Automation (Ansible, Terraform, Docker)
- AWS, Azure
- DB Administration (MongoDB, PostgreSQL)
- Mentoring
- Documentation (Confluence, Obsidian)
- Monitoring & Logging (Datadog, Sumo Logic, OpenSearch, Pagerduty, Pingdom)

NETWORK

work.ceras.dev

REFERENCES

- Available on request

SUMMARY

After spending 10+ years in the Energy Sector, I decided to change careers in 2021 to pursue my ambition to learn systems engineering. Over the course of the last 3 years I have taken special interest in learning different forms of automaton (Ansible, Terraform, Jenkins) and programming (Python, JavaScript, Go, Ruby).

After being in a customer facing engineering role I have developed a philosophy that every problem is an opportunity for automation and process improvement to improve efficiency.

I am currently advancing my knowledge in Python, Go and Kubernetes.

Outside of work I am a keen photographer and a writer of songs.

WORK EXPERIENCE

October 2021 - Current
Engineer II *Auth0/Okta*, United Kingdom

- Day-to-day responsibilities include but not limited to: incident management, on-call, documentation, service desk tickets and customer upgrades and migrations;
- Part of a global follow-the-sun cross-collaborative team responsible for over $40m ARR of Private Cloud customers. Covering the full life cycle from custom build-out to scaling, white glove support, engineering, new feature deployment and decommission. Adhering to strict on-call SLA's to maintain five 9's of uptime for our customers;
- Additional responsibilities include:
  - **Python development and mentoring** - Leading a small team of like minded colleagues to advance learnings in OOP via mentoring;
  - **Documentation** - Creating and improving existing documentation to build high quality knowledge resources;
  - **Metrics and logging** - Observing metrics and logs to provide opportunities for automation;
  - **Incidents** - Identifying and correcting anomalies to improve customer UX and internal strategy

September 2013 - April 2021
Senior Operations Team Leader *Shawcor*, Edinburgh

- Day-to-day responsibilities included the operation and maintenance of fully automated, software controlled, equipment to provide a bespoke service to downstream clients;
- Utilised technical communications skills to maintain and build positive client/business relationships;
- Monitored system functionality closely, troubleshooting and resolving issues in a live production environment;
- Spearheaded special projects and resolved complex technical challenges that impacted management and business direction

EDUCATION

2013
BSc Computer Science and Electronics
The University of Edinburgh, Edinburgh

2012
HND Computer Networking and Internet Technology,
Stevenson College, Edinburgh

2011
HNC Computer Networking and Internet Technology
Stevenson College, Edinburgh

2010
SQA English, Computing, Mathematics, Communications
Stevenson College, Edinburgh