JOSH HOLLOWAY

07934273967 | imjoshholloway@gmail.com | REMOTE / LONDON, UK

SUMMARY

Experienced software engineer with a proven track record as a technical leader delivering successful projects across a variety of problem spaces. A passion for distributed systems at scale with an excellent reputation for driving outcomes and ability to effectively collaborate with others.

EXPERIENCE

SPLUNK, LONDON, UK — *Engineering Manager*

APRIL 2019 – PRESENT

- Architect and Technical Lead of the next generation internal platform that manages Splunk's cloud offering, providing a standardized interface to operators and development teams to test changes against customer like environments.
- Reduced internal SLA for delivering customer environments from **days** to **hours** to help drive adoption and growth.
- Coordinated engineering team of several globally distributed engineers of varying experience levels, mentoring and providing technical direction.
- Helped reduce software release cadence from **months** to **weeks**.
- Evaluating stakeholder requirements from across the business, balancing the individual needs against the org wide priorities.

Key Technologies: Go, Kubernetes, Docker, Puppet, Terraform, GitLab, AWS, DynamoDB, Prometheus

SPLUNK, LONDON, UK — *Principal Site Reliability Engineer*

SEPTEMBER 2016 – APRIL 2019

- Creator, Architect and Technical Lead of the automation platform that powers all of Splunk's cloud offering, reducing the operational cost by orders of magnitude, increasing margins and the ability to scale to meet demand - supporting tens of thousands instances, over 11 regions, multiple accounts and across several compliance levels including PCI, HIPAA and FedRAMP.
- Responsible for providing the technical direction to a globally distributed team of over a dozen engineers.
- Worked closely with internal product teams to design and implement migration strategy to next generation product architecture, to further improve margins. This involved both data, configuration and hardware migrations. Migrated all customers to the new platform with minimal disruption.
- Helping drive company wide initiative to become "cloud first" by encouraging engineers to consider also the operability of services and outline best practices.

Key Technologies: Go, Puppet, Terraform, Jenkins, Python, Ruby, AWS, Aptly, Splunk, Nagios

HAILO, LONDON, UK — *Platform Engineer*

SEPTEMBER 2015 – SEPTEMBER 2016

- Responsible for several major improvements to the microservice platform consisting of over 200 services; removed inefficient calls to core services, increasing resilience to failure and improving up-time.
- Replaced self-hosted Jenkins CI platform with hosted solution, increasing developer productivity by reducing build times, reducing infrastructure costs and maintenance burden.
- Refactored configuration management repository, removing over 65k lines of unnecessary code without any breaking changes, this made the codebase maintainable, improving developer productivity and confidence in change.
- Developed integration for Google Maps, opening up new avenues for revenue.
- Improved developer productivity by creating "H2O in a box" - a full local development stack in one command.

Key Technologies: Go, Puppet AWS, Grafana, Graphite, InfluxDB, Cassandra, Memcached, RabbitMQ, NSQ, Zookeeper, Zabbix

THREADSTER, HAMPSHIRE, UK — *Software Engineer*

JUNE 2014 – SEPTEMBER 2015

- Developed internal platform to reduce fulfillment time from **days** to **hours**.
- Automated shipping of orders, integrating with multiple couriers to improve margins.
- Introduced queue dashboards to streamline how manufacturing teams identify items of work, reducing paper usage within the manufacturing process to zero.
- Developed custom firmware to automatically print shipping labels at the appropriate time, reducing re-prints and mis-labeling.
- Created a web application that enabled users to design their own Christmas stockings with 100s combinations, introducing an entirely new avenue for revenue.

Key Technologies: Go, Node.js, Terraform, Ansible, Docker, AWS, PostgreSQL

CALLS2ACCOUNT, HAMPSHIRE, UK — *Software Developer*

JANUARY 2012 – JUNE 2014

- Replaced legacy, unmaintained, call-data-record processor to enable expansion to support additional providers, increasing revenue and reducing operating costs.
- Designed near real-time OLAP processing engine to provide reporting structures to customers this reduced report generation times from daily to minutes.
- Replaced legacy flash based web application with HTML based single page application. Improving user experience and enabling the addition of functionality to support new and existing customers.
- Lead project to migrate self-hosted MySQL database to RDS, reducing operational cost and increasing reliability of business critical component.
- Designed web application to allow operators to create call-reviews, defining questions and gradings and then listen to recordings, performing the reviews and then producing reports.

Key Technologies: AWS, PHP, Node.js, Javascript, .NET2.0, MongoDB, MySQL