Charles-Christian Croix

also known as Karles

🧳 Work History

01/2022 - present

Engineering manager Infrastructure

Ankorstore, Paris, France

The infrastructure squad is a part of the Developer Experience tribe whose mission is «Simplify Ankorstore Engineer's experience as much as possible to improve value delivery». We think of the infrastructure as a product and we wish our users to obtain a better and more fluid experience as possible.

- Responsible for transversal and fundamental services: K8S, Service Mesh, Network, Load-Balancer, DNS, etc...
- Responsible for observability: Grafana cloud Blackfire
- Management of multi-squad and transversal projects
- Management of the Kanban workflow and daily ticketing
- Creation and management of the service desk for support
- Supervision and QA control of the infrastructure team
- Roadmap, OKR, and infrastructure planning,
- Production management and optimization of infrastructure costs
- Arbitration and definition of architectures, creation of infrastructures
- Design Infrastructure as code / GitOps
- Creation of an international team of 6 DevOps / SRE engineers in 3 time zones
- Recruitment, management, and coordination of the Infrastructure team in complete remote working

11/2020 - 01/2022

Engineering manager infrastructure & operations

Sightcall, Paris, France

Ops manager of a multi-cloud infrastructure (VMWare, AWS, GCP, AliCloud) with 40 points of presence and 2 production platforms (US & EU). I take on multiple responsibilities: Manager, Coach, Recruiter, Infrastructure Architecture, Monitoring Expert, Lead SRE, Infrastructure Product Owner, Lead DevOp etc…

• Daily workflow and ticketing management. Implementation of reporting. (Jira)
• Supervision and QA control of the OPS team
• Creation of roadmap and infrastructure planning (14 platforms launched)
• Management and management of production infrastructures (Provisioning, Cost effective)
• Overhaul of the monitoring system (Migration zabbix -> Prometheus)
• Redesign of the Service Discovery and Health Checking system (Consul)
• Arbitration and definition of architectures, creation of infrastructures
• Design Infrastructure as code with PRA and PCA (Terraform, saltstack)
• Development of preventive or curative maintenance procedures
• Creation of an international team of 6 DevOps / SRE engineers
• Recruitment, Management and coordination of the Ops team in complete telework

07/2018 - 11/2020

Engineering manager production and infrastructure

Vestiaire Collective Paris, Paris, France

Team leader with multiple responsibilities: Lead DevOps, Agile Coach,

👤 Personal Info

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💡 Skills

Coaching

Leadership

Management

Organization design

Initiative spirit

Mentoring

Communication

🈁 Languages

English - B2

French - C2

⚓ Hobby/Interest

History and geostrategy.
Scuba diving (PADI Open Water).
Hiking
Carpentry and handicraft

Recruiter, Lead SRE, Infrastructure Architecture, Infrastructure Product
Owner, DevOps Evangelist, etc…

• Definition of architectures and creation of infrastructures
• Design and deployment of Cloud infrastructures
• Migration of services to AWS
• Creation of roadmap and infrastructure planning
• Design Infrastructure as code (PRA / PCA)
• Management of production infrastructures (Provisioning, Cost-effective)
• Development of preventive or curative maintenance procedures
• Monitoring of systems and networks on a daily basis
• Technological monitoring of infrastructures
• Management and animation of an international team of 7 DevOps / SRE
engineers
• Management, animation, and coordination of the production team in
telework during the months of confinement in 2020
• Management of maintenance and outsourcing services
• Maintenance in operational condition of the Legacy in outsourcing
• Evangelization of DevOps practices within Dev and Ops teams
Ecosystem: AWS, K8S, Ansible, Prometheus, Docker, GitLab, Terraform,
Jenkins, etc.

→ Training GK4502 Architecture on Amazon Web Services (Global
Knowledge)
→ Training GK4501 Amazon Web Services Basic Technical Notions
(Global Knowledge)
→ Docker Mastery training: with Kubernetes + Swarm (Bret Fisher)
→ Kubernetes Mastery Training: Hands-On Lessons (Bret Fisher)

| 01/2018 - 03/2018 | **Lead Infrastructure DevOps / SRE** |

Manomano France, Paris

- DevOps lead - web hosting infrastructure
- Management of a team of three people
- Organization of remote working
- Recruitment
- Coordination and architecture
- Administration (Ops) and system architecture of production platforms
  (Debian, AWS, Proxmox)
- Prometheus multi-platform monitoring solution
- Infrastructure as code Ansible
- P.o.c Docker / Terraform

| 05/2015 - 01/2018 | **Reliability Engineer** |

Blablacar France, Paris, France

Ops administration and system architecture of all BaBlaCar production
platforms.
- System administration (Debian, CoreOS, VMware, Chef, Forman, RKT,
  Kubernetes, AWS, Croc Cloud).
- Administration of the backup solution (EMC ECS)
- Legacy referent (inventory, follow-up, roadmap, recycling)
- Hardware manager (inventory, follow-up, ticketing)
- Refactoring of legacy backups, monitoring, and reporting
- Research, development, and administration of multi-platform (hard,
  virtualization, container, cloud) and multi-datacenter (Paris, Moscow,
  Dublin, Sao Paulo, Singapore) monitoring solutions. Solutions are based

on a mix of Zabbix and Prometheus.
- First Aid at Work

06/2012 - 05/2015

Web Hosting Administrator

Mondadori France, Paris, France

Web hosting infrastructure manager in charge of the design of Mondadori France's digital hosting platforms and their operation
- Management of high-audience websites such as Grazia.fr, Topsante.com, Closermag.fr
- Design and implementation of digital hosting architecture (web/stream/mobile)
- The administrator of six industrialized digital hosting platforms (Puppet / VMWare / Proxmox)
- Creation of the decentralized collaborative R&D platform (Puppet / IceScrum / Jira / GitBlit / Virtualbox)
- DNS manager (800 managed domains)
- Closermag.fr :1 276 571 unique visitors in 24h on Friday 10 January 2014 vs 150 000 views/day following the Hollande / Gayet "scoop
- EZ Awards: Site of the Year Grazia.fr 2013

01/2010 - 06/2012

Production Manager Cloud AWS

Iscool Entertainment, Paris

In a small team of experts in cloud computing (AWS) and web services with very very high traffic and high performance I designed and implemented industrialization tools and associated policy to automate the deployment and administration of web hosting architecture capable of supporting several tens of millions of pages viewed each day
- Design, implementation, and administration of "Infrastructure as a Service" (IaaS)
- Industrialization solutions for the creation and management of self-scalable hosting platforms on the Amazon Cloud (AWS ec2)
- Creation of several platforms hosting the Social Network games of Iscool-Entertainment
- Creation and urbanization of Business intelligence flows between the games and the information system
- Use of LAMP, Percona Server, Redis, Memcached, Puppet, Capistrano, Pinba, Zabbix, and Murder technologies on a park of 300 cloud servers including 50TB of data
- Responsible for the production (system and network administration of the hosting platform) of the IsCool game in the Facebook ecosystem (17 million players, 40 million page views per day)

01/2007 - 01/2010

Web Hosting Administrator

Prisma Presse, Paris

- Design and implementation of customized hosting architecture
- Admin of five managed web hosting platforms (Nexen, Serveurs Express), one proprietary platform (OVH), one Content delivery network (NTT)
- Creation of the collaborative web development and virtual hosting platform Xen for the Internet IT department of Prisma Presse (architecture modeling, R&D, simple production hosting, integrated tools for project management, documentation, and communication).
- DNS Manager (1101 Administered domains)
- Manager and user of SVN, Gforge, EZ Publish from 3.6 to 4.0, SMB, PHP4, PHP5, Mysql 5.0, Apache 1.3 and 2.0; Lighttpd, Squid 2.6,

Varnish, Eaccelerator, Xcache, Xdebug & Apc ...

- Consolidation of the hosting infrastructure and cost reduction
- Responsible for hosting 25 websites with between 300,000 and 27 million page views per month (gala.fr, voici.fr, femmeactuelle.fr, programme-tv.net, capital.fr, geo.fr, femmes.com, ...)
- Creation of the collaborative web development and virtual hosting platform Xen for the Internet IT department of Prisma Presse (architecture modeling, R&D, simple production hosting, integrated tools for project management, documentation, and communication)
- Expert web hosting architecture referent
- Level 3 support for Linux expertise
- All the sites (Voici, Gala, etc ...) have survived the Breaking news "Death of Michael Jackson"
  - Monday 22/06/2009 with 1 397 524 page views
  - Friday 26/06/2009 with 1 623 589 page views
  - Monday 29/06/2009 with 1 829 122 page views.

09/2006
- 12/2006

Linux Expert System Engineer

Institut Français du Pétrole, Rueil-Malmaison, France

- System administration of Linux servers in a heterogeneous, predominantly Unix environment (Irix, Solaris, Aix, RH8, RE3, RE4, Centos 3, Centos 4, Tao)
- Realization of master for the industrial deployment of scientific workstations (Yum, kickstart)
- Realization of RPM packages for customization and configuration of workstations
- Management of several Yum repositories to update the Linux park (400 workstations)
- Level 3 support for Linux expertise

10/2004
- 07/2006

System Administrator, Technical Project Manager

Valerian SA, Noisy le grand, France

- Design of the network architecture (4 sites, 7 firewalls, 6 VPN clients, 20 security zones)
- Responsible for the network security plan (VPN, firewall, service backup plan, data backups, surveillance, and monitoring)
- System administration on IBM BladeCenter in Gnu/Linux Debian environment
- System administration in gnu/Linux environment Red Hat and Debian, Aix, SCO Unix, Solaris
- Consulting in network architecture for clients (French Bank)
- Design of intranet and extranet (CRM, Monitoring of financial flows, Knowledge base)
- Use of: Webmin, Virtualmin Virtual Servers, Apache 1.3 & 2, Php, Webalizer, Postfix, Bind9, ssh, NFS, Nis, Samba, Perl, HPux, Aix, Spip, Spip_Agora, Wifi, Courrier Imap ssl, OpenSSL, Squid, Calamaris (squid log analyser), Squidguard, Swatchlog, DHCP (ics), Gnugp, MySQL, NTP, SquirrelMail, Tcpdum, Ethereal, Nmap, Bluefish, Nvu, IPchain, IPtable, PHPMyAdmin, Linux disk quota system, Qpopper, Linux Raid software, Smokeping, BigBrother, OTRS, Logcheck, Linux LVM, AWstat, IlohaMail, Round cube Webmail, Dotclear, Syslogng, FAI (Fully Automatic Installation).

11/2001
- 11/2003

Support Manager Lycos hosting Europe

Lycos Europe, Paris, France

Lycos hosting Europe support manager, CRM support tools:

- Design of new tools, optimization, administration, and management of user support tools
- Information retrieval, monitoring, data enhancement
- Administration and management of the Akio EMS CRM application: workflow for processing user support emails (40,000 emails/month)
- Operational contact with the various European competence centers for the design of CRM tools
- Operational contact "CRM support tools" for Lycos Europe on French design services

Free web hosting Tripod / Multimania :

- Technical support and first-level service to the free hosting managers of the 8 countries
- Handling complaints from visitors and users
- Handling of legal queries
- Support for the use of the free Tripod / Multimania administration services
- Support on the follow-up of reported bugs
- Technical interface with the development team
- Administration and monitoring of free Tripod / Multimania support tools

Webcenter hosting :

- Second-level technical support for European Webcenter customers in relation to the provider in charge of the first level and the editors and hosting manager of each country
- Support for the use of services (user administration, invoicing, follow-up of special cases, internal arbitration on behalf of clients)
- Technical support (Follow-up and resolution of bugs, follow-up and feedback of customer remarks, ergonomics)
- Partner interface (Monitoring of partner activity in charge of level 1 support, contact with editors and hosting managers in each country support contact with technical partners

Bandwidth control :

- Monitoring and control of the use of web hosting services by our free users or Webcenter customers in Europe
- Fight against piracy and copyright infringement and repression of service abuse
- Monitoring traffic and combating overuse of bandwidth
- Monitoring account creation and disk space usage
- Design and development of monitoring and surveillance tools.

| 11/1999 - 11/2001 | **User Support Manager** |

Multimania.fr, Paris, France

- Technical support and assistance :
- Technical assistance in the use of the services offered by Multimania
- Help and support for web creation and administration: HTML, DHTML, php mysql, RealNetworks, flash, firework, Dreamweaver, Webexpert, ftp, etc.
- Community management, creation of synergies: 0pmania volunteer chat operators, Betamania beta tester
- Administration of member accounts
- Application of the policy and French law
- Monitoring of member content
- Relation and follow-up of contacts with legal authorities

- Moderation and mediation between communities, members, users, and webmasters
- Project management of CRM support tools:
- Administration and management of user support tools
- Administration and management of the Akio EMS application

09/1997
- 11/1999

Hotline system administrator

Volkswagen gedas France, Roissy, France

Projects gene.sys :
- Administration and management of the EDI system for the Volkswagen France group
- Design of the interface scripts in Perl between the data servers (Aix, Solaris) and the EDI server (NT 4.0, RVS)
- Design of the interface scripts in Perl between the EDI server and the business application servers of the VW group dealerships
- Design of administration and statistics tools for the EDI system in Perl

Support center projects :
- Telephone tools: PABX and ACD Alcatel 4400 for a hotline of 12 people
- Definition of needs, commercial negotiation, configuration, supplier follow-up
- Workflow and hotline management tools in the client-server mode for a technical support center of 30 people: expert advisor software, the definition of specifications, monitoring of customizations, supervision of production start-up, deployment of client workstations, user training, the current administration (Windows NT 4.0 and Oracle 7.3.4), statistics and reporting
- Participation in the organization and drafting of iso 9002 technical support procedures
- Work procedures, job description, functional organization, work instructions, SLA.

03/1995
- 09/1997

Helpdesk technician

DHL International, Roissy, France

- User IT support: Win 3.11 / 95, MSoffice, Lotus suite, internal application on HP Unix and S36
- HP Unix: user declaration, maintenance of rights and permissions, current management of spoolers and file systems
- Intranet: website 95 server installation, HTML 3.2, javascript.

09/1994
- 03/1995

Technical sales representative

Surcouf, Paris, France

- Multimedia hardware sales, configuration advice, upgrade advice
- Software sales (including Yggdrazil, the first Linux distribution)

🎓 Education

03/2010
- 12/2010

Information Systems Management, Master

Paris-Dauphine, Paris

01/1993
- 01/1994

Project Management and Steering , University degree

IUT de Bourges, Bourges

01/1990 - 01/1992	**Communication and advertising, Higher National Diploma**
	ISCT, Tours

01/1988 - 01/1990	**Mechanical production and industrial programming, BAC**
	LEP Mermoz – Bourges, Bourges

01/1985 - 01/1988	**Micro mécanique, BEP**
	LEP Louis Girard, Malakoff

♕ Certificates

01/2009	**MySQL 5.1 DBA Administrator**
01/2008	**eZ Publish Enterprise Administrator**
12/2003	**Unix System and Network Administration**
04/2002	**Advanced php4 programming**
03/2000	**Akio EM Administration**
03/1997	**MCP Windows NT 4.0**
03/1995	**HPunix 9 user training**