

Chris Boyd

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EXECUTIVE SUMMARY

Engineering executive with a **proven track record of scaling enterprise SaaS platforms**, driving **multi-million-dollar ARR growth**, and **building high-performance, globally distributed teams**. Adept at **integrating AI/ML**, **leading cloud architecture** transformations, and optimizing **developer productivity**. Seeking to leverage expertise in **platform engineering**, **automation-first DevOps culture**, and **data-driven decision-making** at a growth-focused company.

EDUCATION

Bachelor of Science in Computer Information Systems

DeVry University

CORE SKILLS & EXPERTISE

- **Enterprise SaaS & Engineering Leadership:** Built and led teams of 100+ engineers across multiple geographies.
- **Cloud & SaaS Architecture:** Expertise in AWS, GCP, Kubernetes, OpenStack.
- **Security & Compliance:** Deep knowledge of SOC 2, PCI, ISO, and PKI.
- **AI/ML Integration:** Driving AI-powered observability and predictive analytics.
- **Metrics & Continuous Improvement:** KPI-driven decision-making and cost optimization.
- **Product Strategy & Growth:** Launched products that added \$5M+ ARR in under 2 years.

TECHNICAL TOOLSET

- **Programming Languages:** Golang, Java, Rust, Python, JavaScript.
- **Cloud & Infrastructure:** Kubernetes, OpenStack, Terraform, AWS, GCP, Cloudflare.
- **Observability & Monitoring:** Prometheus, Grafana, DataDog, New Relic, Elastic Stack, OpenTelemetry.
- **Security & Compliance:** SOC 2, PCI-DSS, ISO, PKI.
- **Process & Automation:** REST APIs, RabbitMQ, Kafka, Temporal, Jira, GitLab, GitHub Actions.
- **Automation, Integration & API Gateways Data Platforms & Databases** MongoDB, MySQL, Redis, DynamoDB, Snowflake, BigQuery, DBT Pipelines
- **AI/ML:** Kubeflow, TensorFlow, Airflow, vLLM

PROFESSIONAL EXPERIENCE

Vultr - Sr. Director, Platform Engineering (January 2024 - December 2024)

- Led platform engineering improvements to enhance observability and scalability across Vultr's cloud services, improving system reliability and developer productivity while driving infrastructure cost optimizations.
- Contributed to foundational patterns to define, automate, and instrument fractional, whole card, and networked GPU clusters using both RoCE/Infiniband with AMD/Nvidia GPUs for inference and training workloads by customers from reference designs

Sabbatical – Professional Development (Oct 2022 – Oct 2023)

- Focused on upskilling in emerging technologies including AI, MLOps, and Go.

Moogsoft - Senior Vice President of Engineering & Product (Jan 2018 – Dec 2022) (*Promoted through roles from Principal Product Manager to SVP of Engineering & Product*)

Led an **AI-driven observability SaaS platform** providing real-time incident workflow automation for enterprise customers. Accountable for **product strategy, engineering execution, architecture, SecOps, and SRE** with a multi-million-dollar budget. Created an inclusive team spread across the US, UK, and India. .

- **Enterprise SaaS Product Growth: Designed and launched a new SaaS product** from concept to GA that generated **\$2M in net new ARR in its first year** and **\$5M in the second year**, expanding Moogsoft's enterprise offerings and revenue leading to a **\$100M exit**.
- **Engineering Team Leadership: Scaled the engineering organization from 40 to 140** team members within two years by building multiple cross-functional scrum teams and hiring/mentoring engineering managers and tech leads. Fostered a collaborative, high-performance culture oriented around **innovation, accountability, and customer value**.
- **Rapid, Customer-Focused Delivery: Transformed engineering culture** to an agile, automation-first approach – improving release velocity from quarterly releases to **multiple deployments per day** which boosting customer satisfaction and adoption.
- **Strategic Technical Initiatives:** Drove key architectural improvements and product roadmap decisions using data-driven insights. Collaborated closely with Product, Growth Engineering, Data Science, and Customer Success teams to align the **product roadmap** with customer needs and business objectives (OKRs)
- **Enterprise Workflow Automation:** Designed and built a flow-based workflow engine processing terabytes of data daily, now used by some of the world's largest banks and airlines for mission-critical telemetry.
- **High Uptime & Resilience:** Maintained a **99.99% uptime SLA** for the Moogsoft SaaS platform over three consecutive years by instituting robust reliability engineering practices and geo-redundant services, delivering a highly resilient solution for mission-critical customer operations.

GoDaddy – Senior Director, SRE (Sep 2006 – Jan 2018) (Promoted through roles from Support Representative to Sr. Director of SRE)

Led enterprise-wide **SRE and observability** initiatives for GoDaddy's large-scale hosting and domain services platform, supporting millions of users. Modernized ITSM/On-call functions while leading GoDaddy's Global NOC.

- **Modernized Monitoring & Incident Response:** Implemented company-wide monitoring and telemetry platforms, reducing **Mean Time to Detect (MTTD) incidents by ~1 hour** and **Mean Time to Restore (MTTR) by 30%** through improved alerting, **event correlation**, and on-call processes.
- **Infrastructure Scalability & Cost Savings: Migrated core infrastructure to open-source solutions** – spearheaded the adoption of OpenStack (replacing VMware ESX) for internal cloud deployment and moved logging from Splunk to an Elasticsearch/ELK stack – greatly improving scalability and **saving millions in licensing costs** while meeting enterprise performance requirements.
- **Enterprise Observability Platform:** Created a **geo-redundant time-series data service** ("metrics as a service") integrated with the Big Data analytics platform, providing engineering and BI teams with real-time performance insights at scale and enhancing data-driven decision-making across the organization.
- **DevOps Culture & Automation:** Championed an **observability-as-code** approach, enabling developers to define monitoring configurations as code and self-service their dashboards/alerts. This cultural shift toward DevOps and automation-first practices increased coverage of critical systems and reduced SRE operational toil.
- **Proactive Performance Management:** Introduced advanced synthetic monitoring and automated incident correlation tools to proactively test global customer-facing websites for availability and performance, **reducing alert noise** and ensuring a consistently high-quality user experience for GoDaddy's products worldwide.