

Leslie Alldridge

Email: leslie.alldridge@gmail.com

Mobile: 027-331-3416

Location: Newlands, Wellington, New Zealand

LinkedIn: linkedin.com/in/lesliealldridge

GitHub: github.com/leslie-alldridge

Personal Summary

An open, honest and constructive individual that thinks logically and creatively. Efficient and skilled problem solver with a customer first mindset. Able to cope under pressure and work effectively in a team.

- Open to remote, hybrid or office working cultures.
- Able to explain technical concepts in plain English
- Always keen to share knowledge with others in person or online
- Lateral thinker and an active participant in meetings

Recent Employment History

- Montoux - Software Engineer (July 2021 – Present):
 - During this role I have been working with: GitLab, AWS (Lambda, Cognito, Cloudwatch, SSM, EC2, IAM), Jupyterhub, Python, Packer, Ansible, Terraform, Bash, Linux, React (JavaScript) and Splunk
 - Won an award for working collaboratively to create editable .csv tables in React (with file upload functionality) during a recent hack day
- Xero - Software Engineer (November 2020 – July 2021)
 - Worked on the Bank Reconciliation product (the second highest throughput service). Engineers had established a DevOps mindset and were responsible for writing code, monitoring, deploying and sharing knowledge across the business
 - I primarily worked on surfacing machine learning predictions from an external service through the entire stack and pushing changes behind feature flags
 - I was using Terraform, .Net Core, Typescript (Javascript), Ext.js, AWS (DynamoDB, IAM), Sumo Logic and Grafana. Our application was hosted in an internally provided Kubernetes cluster
- Xero - Site Reliability Engineer (March 2019 – November 2020)
 - Hosted multiple incident management and SLO workshops across the business
 - Worked on our internal SLO monitoring tool (React, Python, New Relic & Docker)
 - Automating toil for my team (Lambda, Python, Zendesk API) and other teams throughout Xero. One of my personal projects was scraping the Xero Community website to generate insights and statistics for management. I had a cron job running in Kubernetes, data stored in S3 and a frontend React website for users to engage with the data
 - Certified administrator of New Relic and Sumo Logic monitoring & logging tools
 - 24/7 on-call responsibilities including training and support for other product teams
 - Owner of the PagerDuty terraform repository hosting all of our on-call configuration

- Xero - Customer Experience Specialist – Technical (November 2017 – March 2019)
 - Gateway between product teams and customers during incidents. Analysing logs, updating our Status Page and bulk email tasks
 - Restructured our Confluence space to include runbooks for common tasks
 - Developed a bulk Xero invoice voiding tool in my spare time which is widely used by accountants around the world
- Xero - Customer Experience Specialist – Accounting (May 2016 – November 2017)
 - Represented Xero at the Victoria University of Wellington careers fair
 - Selected for upskilling opportunities in Ops, Billing, Payroll, Banking and DOCX
 - Selected to help out with multiple Ops initiatives to improve the overall effectiveness of the wider Customer Experience team

Leadership Roles

- Onboarded and trained staff members throughout my Customer Experience, SRE and Software Engineering roles
- Mentored and worked closely with five Xero graduates
- Lead a customer service migration project for CX-Core and CX-Tech

Education

- Various certifications (Incident response, Python and others listed on my LinkedIn)
- Dev Academy Web Development Bootcamp – 2018
- Xero advisor certification 2016 - current
- Victoria University of Wellington – BCom (Accounting, Japanese, Commercial Law)
- Merit Certificate New Zealand Institute of Sport – Personal Training Level 3 (REPS registered)

Personal Interests

- Computer hardware, software and repairs
- Karate, gym exercises, cycling, boxing and long-distance running
- Solving a wide variety of Rubik's cubes
- Learning new technologies to solve real life problems

Volunteer Work

- After hours mentor for future Dev Academy cohort's post-graduation
- Developed a feature for an Android application video by Traversy Media (YouTube)
- Scraping feature delivery metrics for Xero Community to provide to their EGM
- Karate teacher for Marist Johnsonville club
- Active participant in Hacktoberfest (2016 – current)

References available upon request