

# Marcus Crane

Site Reliability Engineer

## 📁 Employment History

### Site Reliability Engineer at Xero, Auckland, NZ

February 2018 — Present

- Heavily contributed to Xero's push to introduce customer-focused SLOs, for both internal and external products.
- One of three lead developers on Xero's internal SLO tracking tool. Enables a company wide view on how the business is performing against customer expectations, broken down by portfolio, product, component etc.
- Exposed historical incident data for internal teams to consume, initially as a JSON API and later via a self-service React app for less technical users (eg; product owners).
- Organised incident management training for ~10 teams (120+ employees) across Melbourne and Canberra.
- Conducted multi-session SLO training workshops for product teams based in Auckland.

### Developer at Liberac, Wellington, NZ

April 2017 — May 2017

- Worked briefly in a contracting capacity for a fin-tech startup who were looking to simplify remittance between NZ and the Pacific Islands.
- Rapidly iterated a small prototype that allowed customers to sign up, and lodge transactions within the Stripe sandbox.
- Founders concluded that their concept wasn't likely to have a good market fit and voluntarily withdrew from the programme.

### Inaugural Fellow at Code for Aotearoa, Wellington, NZ

September 2016 — December 2016

- Coauthored version 1 of an open source Open Data Toolkit. Elements of it live on today as part of <https://data.govt.nz>. It provided guidance on how to prepare, anonymise and release data sets for public consumption
- Consulted with various governmental departments (MBIE, Treasury and LINZ) to understand the road blocks that hinder the adoption of an open-by-default approach for their datasets.
- Presented and released our research to an audience of ~100 people from across government and private industry. The event was also open for members of the public to attend at no cost.

## 🎓 Education

### Full-stack Development, Enspiral Dev Academy, Wellington, NZ

April 2016 — August 2016

## 🎓 Courses

### Akamai Web Performance Foundations

August 2018 — August 2018

## Details

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## Links

<https://utf9k.net>