

Richard Primus

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TECHNICAL SKILLS

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|-------------------------------------|---|
| Cloud: | AWS |
| Languages: | Python, Go, TypeScript/JavaScript, Ruby, Bash, Perl |
| Infrastructure + Automation: | Ansible, Docker, Kubernetes, CI/CD |
| Operating Systems: | Linux (Debian, RHEL), OpenBSD |
| Networking: | TCP/IP, DNS, HTTP, Firewalls |

CAREER HISTORY

Amazon Web Services (AWS)

London, UK

Systems Engineer

Dec 2021 – Feb 2026

- Led the design and implementation of a critical customer service which increased customer trust and improved their security compliance and posture.
- Converted GUI-built pipeline to IaC using AWS-internal, declarative Ruby framework
- Reduced TOIL for team by automating controls for some incoming ticket types [JavaScript]
- Researched and implemented Slack automations to improve team's operational excellence [Python, webhooks]
- Scripted in multiple languages to automate tasks and integrate software solutions [Python, Ruby, shell]
- Operated large-scale cloud infrastructure, contributing to the implementation of cloud computing solutions [Organizations, Accounts, SignUp, SignIn]
- Troubleshoot and resolved problems across software development, systems engineering, and systems security disciplines, utilizing Linux skills
- Built and maintained relationships with partner teams to review and refine design and architecture documents

ThreatConnect

London, UK

Software Engineer, Customer Support

Apr 2021 – Nov 2021

- Provided technical support for a cybersecurity platform, assisting customers with installation, upgrades, and daily operations across Linux and Windows environments
- Diagnosed and resolved software and system issues by analysing application behaviour, system logs, and Java stack traces
- Troubleshoot and resolved network-related problems affecting product performance, leveraging an understanding of networking technologies (firewalls, routers, switches) and protocols (TCP/IP, DNS, HTTP, SMTP)
- Collaborated with cross-functional teams, including Sales, Product Management, and Software Development, to deliver solutions to customer issues
- Managed customer cases and tracked issue resolution using Atlassian JIRA

Sabbatical

Jan 2018 – Jan 2020

- Took time off (after receivership) – visited: Common Lisp, Ruby, Python, OCaml
- Audited courses on Coursera and EDX
- Experimented: GCP with Qwiklabs practicals

LLE-Ventures Ltd

London, UK

Infrastructure Engineer

Oct 2013 – Dec 2017

- Setup and managed infrastructure on AWS [EC2 (Ubuntu AMI) w/ EBS volumes].
- Used Eucalyptus to manage instances.
- Configured and deployed nginx web server with PostgreSQL.
- Used ansible for ad-hoc commands on servers.

Squiz Ltd

London, UK

Unix Systems Admin/Support Tech

Apr 2011 – Oct 2013

- Provided support to clients for the SquizSuite product line.
- Setup two new Applogic (cloud computing) grids (v3.1.14 + v3.5).
- Semi-automated the process of creating a new cloud appliance with required monitoring/backup infrastructure (dns, racktables, puppet, filtergen, bacula, nagios, cacti) – reducing time from 4 hours to 90 mins per server.
- Standardised switch configs (logging, ntp, STP, ssh, port labels) and introduced rancid for config management.
- Built an HA web site (10 nodes) using HAProxy, squid, lsyncd and PostgreSQL streaming replication.

BSc Student

Jul 2008 – Apr 2011

- Took time off of work to complete BSc (Hons) Comp Sci degree full time. (Sept 2009 – Jan 2011)
- Developed a trading methodology for the futures markets. Instruments: US Treasuries, FX Futures (Euro, British Pound) and Crude Oil.
- Started Erlang and wrote an OTP application to interface with Interactive Brokers' API to display live 5 second data for selected futures instruments.
- Developed various studies (in C++) for the Sierra Chart charting/trading platform.
- Started Scheme and lambda calculus to be more familiar with functional programming and its idioms.

Logica/Servista Ltd

London, UK

UNIX/Linux Systems Admin/Architect

Feb 2007 – Jul 2008

- Responsible for 3 production, 1 development and 1 training environments – 3 Sun Fire V880s, 12 V440s (Solaris 8) and 82 RHEL/Centos servers.
- Designed and implemented HA radius solution (Radiator w/ MySQL, DRBD, HA) for client
- Improved/automated in-house processes for monitoring (hobbit) and backups (bacula). Wrote a perl plugin to monitor Radiator on hobbit.

Cable + Wireless Access/Bulldog Communications

London, UK

Team Leader – Systems Operations

Mar 2005 – Feb 2007

- Technical team lead of 3 UNIX sysadmins and a developer.
- Support and administration of distributed user authentication platform – consisting of 8 Sun Fire V440s under Solaris 9 with multi-master replicating Sun One (iPlanet) LDAP backend.
- Operationally responsible for Juniper SDX platform (30 Sun Fire V440s)
- Proactively designed, developed and implemented Perl scripts that monitored the SDX platform.

EDUCATION, CERTS + TRAINING

- AWS Certified Cloud Practitioner (CLF-Co2)
- Programming with Google Go Specialization, Coursera
- Become a JavaScript Developer Specialization, Coursera
- City University, School of Informatics, London, GB, BSc (Hons) Computer Science with Distributed Systems
- Erlang Open Telecom Platform
- Erlang OTP Express: An Introduction to Large-Scale Software design with Erlang
- Juniper: Introduction to the SDX-300 for Residential and WAN Services
- Juniper: Architecture, Configuration, Routing Policy, Troubleshooting and MPLS Traffic Engineering