

TIM LITTLEMORE

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PROFILE

Experienced Senior Software Engineer with 20+ years in the tech industry, extensive experience in:

- Writing code in Elixir, Ruby (and Rails), Typescript, Go & Bash.
- Working on backend web application features.
- Writing 'infrastructure as code' to build & deploy apps/containerised systems.
- Troubleshooting production systems and performance.
- Automating difficult system administration processes, building and maintaining internal tools & CI/CD pipelines – with a focus on saving engineering time and reducing risks of human error.

EXPERIENCE

Senior Infrastructure Engineer, Front, Remote (UK) – Jun 2022–Feb 2023

Working on DevOps/Infrastructure as Code projects, focused heavily on:

- Creating and updating Terraform configurations to deploy different AWS resources.
- Working with Helm and ArgoCD to deploy services to Kubernetes clusters.
- Writing Typescript code to use in CI/CD workflows to automate building Docker container images, testing and linting code & deploying applications.

Senior Software Engineer, GitHub, Remote (UK) – Feb 2020–May 2022

Senior member of the GitHub Connect team.

- This involved working on the main GitHub monolith application, mostly in Ruby on Rails.
- Built a feature for GitHub Enterprise Managed Users to be able to share their internal contributions with their personal GitHub accounts. This was a rewarding solo project, that required working in areas of the GitHub monolith that are outside my team's usual area of responsibility.
- Created a set of GitHub Actions to build and deploy the GitHub AE Azure Portal Extension. This allowed our developers of this extension to trigger staging deployments from their current branch into the staging environment for testing before committing and merging changes.
- Our team architected and implemented a new service, written in Go. I was personally responsible for writing Terraform configuration scripts to handle deploying staging and production CosmosDB environments on Azure.

Senior Quality Engineer, GitHub, Remote (UK) – Jul 2015–Feb 2020

Overhauling the reputation of the quality of the Enterprise Server product.

- Carried out thorough automated and manual testing of GitHub Enterprise software.
- Wrote a Ruby command line app that automated deploying GitHub Enterprise Server installations to either AWS or Azure infrastructure. This saved every test engineer approx 90 minutes of manual work multiple times per week.
- Built and deployed a ChatOps system (internal name: 'gheboot') on our internal Kubernetes clusters that made it simple for all GitHubbers to use my command line app. This allowed more teams to test their features on GitHub Enterprise Server and saved them many hours of tricky manual setup.
- Created an automated, end-to-end testing platform (a combination of Rspec browser-based specs and Bash scripts for configuration) to assist with complex acceptance scenarios. Saved many hours per test engineer for each quarterly release cycle.
- Fixed many bugs and issues (as opposed to just reporting them) found during testing cycles. This was beyond the usual scope of a quality engineer role.

Enterprise Support Engineer, GitHub, Remote (UK) – Aug 2013–Jul 2015
Helped customers (generally system administrators in large enterprises) manage their GitHub Enterprise installations.

- Troubleshooting performance issues with customers' infrastructure.
- Helping debug Chef scripts, which were used to configure early versions of GitHub Enterprise.
- Maintained professional communications with large customers.

EU Support Team Lead, Engine Yard. Remote (UK) – Jul 2010–Jul 2013
Managing a team of remote support staff in the EU region, interviewing candidates and onboarding new hires into the team.

- Deploying and troubleshooting Ruby applications onto the Engine Yard PaaS (AWS infrastructure).
- Creating Chef recipes for customers to modify the configuration of their applications.
- Helping customers identify performance bottlenecks.

Head of Operations, 1st Easy Limited, Cheshire UK – Jul 2002–Jul 2010
System administration at all levels, from physically installing server hardware in datacentres, to installing operating systems and configuring services.

- Researching and implementing new technologies to enable 1st Easy to offer new products to customers (e.g.: virtual private servers, server control panels and Ruby on Rails app hosting).

- Writing web applications and utilities for internal use to help with tasks such as customer management (Ruby on Rails application), DNS management (Python command line utility), Xen virtual machine creation and management (Ruby command line utilities) and domain registrar integration (PHP scripts).
- Deep knowledge of various versions of Linux operating systems and installing, configuring and supporting various services on such systems:
 - HTTP (Apache/Nginx)
 - SMTP (Sendmail), IMAP & POP3 • DNS (BIND)
 - Xen virtualisation
 - MySQL and Postgresql.
- Delivering high quality customer service to clients from all levels of business (from technical support staff to Managing Directors) via email, telephone and face-to-face at datacentre facilities.
- Delegating workload and lower-level support tasks to staff, ensuring continuous customer support and operations. Responsible for the management and training of new staff.

EDUCATION

- Cloud Native Computing Foundation — Certified Kubernetes Administrator 2022
- RedHat Certified Engineer 2006
- University of Manchester Institute of Science and Technology, Manchester — BSc Computation (Hons) 1999–2001

REFERENCES

Available on request.