

Will Thames

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Former name: Will Dyke (changed June 2009)

Visa status: Partner (temporary) visa (subclass 820)

Professional Summary

- Application delivery and support engineer with 8 years experience in high-profile, high-pressure, highly transactional environments.
- Pragmatic and business-oriented, and a keen supporter of agile, devops, test-driven and lean methodologies.
- Supported bespoke java applications including error investigation, bug reporting (and solving) and garbage collection tuning
- Migrated legacy application configuration to chef recipes for automated configuration management
- Redhat Certified Engineer (RedHat ES6) — 111-133-641

Employment History

Betfair — December 2003 – September 2011

Betfair is the world's largest betting exchange, processing more transactions than Europe's stock exchanges combined. The majority of applications were written in java, running under tomcat or an inhouse container, running on CentOS 5 talking to Oracle databases.

Product Delivery & Support Technical Lead (June 2010 – September 2011)

- Technical lead for Product Delivery and Support across Platform and Enterprise systems comprising core exchange and API applications.
- Technical lead for the migration of 70 applications to a new production data centre overnight, achieved within a very tight timeframe and with very little downtime.
- Advocated a move towards a more devops-focussed culture culminating in the embedding of operations engineers among developers within delivery teams.
- Ensured that the needs of Product Delivery and Support were included at the design stage for all new applications
- Selected and configured Splunk, including customising the parsing for bespoke application logs to improve our application support; this allowed developer visibility of logs and improved time to resolution, and allowed alerts to be generated as problems were logged.

Platform Technical Lead (December 2009 – June 2010)

- Negotiated and documented application supportability requirements with development leads.
- Documented requirements for monitoring and log analysis to allow IS to improve support for compliant applications.
- Made technical (and pragmatic) solution choices for monitoring.

Linux Senior Engineer (July 2008 – December 2009)

- Supported mission-critical applications to achieve their 99.99% availability; this involved on-call.
- Managed hardware and software upgrades, including choosing hardware and having it installed, supporting DB and OS upgrades, and deploying new application software.
- Made and reviewed architectural designs and decisions
- Ensured internal projects were well-managed.

Linux Team Lead (November 2006 – July 2008)

- Management of Linux team including appraisals, scoring, discipline etc.
- Ensured that resourcing was properly carried out and that people were properly assigned to projects and releases.
- Technical responsibility such as signing off architectural designs.

Linux Systems Administrator (October 2004 – November 2006)

- Supported an estate of around 500 production servers, including physical rackmounting and then kickstarting them, managing their configuration.
- Delivered production application releases, many of which required zero downtime.
- Set up and responded to monitoring, automated tasks using a number of scripting languages, DNS updates etc.

Production Operations Support (December 2003 – September 2004)

Typical aspects of my role included monitoring, analyzing and escalating website issues, and performing investigations into bet disputes, market anomalies etc.

Fujitsu – October 2000 – November 2003

System Integration Consultant

Well-respected application server specialist in Fujitsu Consulting's Application Services division. My two main projects were at Reed and BBC Worldwide, implementing and supporting Oracle 9iAS on HP and ATG Dynamo on Sun hardware respectively.

Education

1997 – 2000 Academic Research, University of Manchester

Researched behaviour of sound in enclosed environments.

1996 – 1997 MSc Numerical Analysis, University of Manchester

Researched numerical controlled machine tool simulation, in collaboration with LightWork Design Ltd.

1993 – 1996 BSc (Hons) 1st class Computer Science and Mathematics, University of Manchester

A Levels:

Mathematics: A; French: B; Chemistry: B; Further Mathematics: C