JOSH HOLLOWAY

07934273967 | imjoshholloway@gmail.com | REMOTE / LONDON, UK

SUMMARY

Experienced software engineer with a proven track record as a technical leader delivering successful projects across a variety of problem spaces. An excellent reputation as someone who can uniquely interpret business goals and align technical implementations. A proven collaborator who works well across large, distributed organisations as well as smaller teams.

EXPERIENCE

LUCIDUM, REMOTE — *Director of Platform Engineering & Operations*

JANUARY 2022 – PRESENT

- Work with CTO to define requirements and outline roadmap for new SaaS offering
- Lead Technical Design and implementation of SaaS offering
- Work across the organization to socialise and implement the necessary controls and processes to achieve compliance attestations such as SOC2

Key Technologies: Go, Terraform, AWS, GitHub

TANIUM, REMOTE — *Staff Software Engineer*

JANUARY 2021 – JANUARY 2022

- Technical Lead for newly formed Cloud Infrastructure Team - defined Team Charter and Roadmap for team.
- Designed and developed Deployment tooling for highly regulated environments (FedRAMP).
- Working closely with Engineering leadership to design architecture for a new multi-tenant infrastructure platform.
- Defined maturity models to help service teams adopt full service ownership.
- Participated in 24x7 On-Call rota.

Key Technologies: Go, Terraform, AWS, GitHub, Jenkins, Prometheus

SPLUNK, LONDON, UK — *Engineering Manager*

APRIL 2019 – DECEMBER 2020

- Architect and Technical Lead of the next generation internal platform that manages Splunk's cloud offering, providing a standardized interface, based on kubernetes operator pattern, to operations and development teams to test changes against customer-like environments.
- Reduced internal SLA for delivering customer environments from **days** to **hours** to help drive adoption and growth.
- Coordinated engineering team of several globally distributed engineers of varying experience levels, mentoring and providing technical direction.
- Helped reduce software release cadence from **months** to **weeks**.
- Evaluating stakeholder requirements from across the business, balancing the individual needs against the org wide priorities.

Key Technologies: Go, Kubernetes, Docker, Puppet, Terraform, GitLab, AWS, DynamoDB, Prometheus

SPLUNK, LONDON, UK — *Principal Site Reliability Engineer*

SEPTEMBER 2016 – APRIL 2019

- Creator, Architect and Technical Lead of the automation platform that powers all of Splunk's cloud offering, reducing the operational cost by orders of magnitude, increasing margins and the ability to scale to meet demand - supporting tens of thousands instances, over 11 regions, multiple accounts and across several compliance levels including PCI, HIPAA and FedRAMP.
- Responsible for providing the technical direction to a globally distributed team of over a dozen engineers.
- Worked closely with internal product teams to design and implement migration strategy to next generation product architecture, to further improve margins. This involved both data, configuration and hardware migrations. Migrated all customers to the new platform with minimal disruption.
- Helping drive company wide initiative to become "cloud first" by encouraging engineers to consider also the operability of services and outline best practices.

Key Technologies: Go, Puppet, Terraform, Jenkins, Python, Ruby, AWS, Aptly, Splunk, Nagios

HAILO, LONDON, UK — *Platform Engineer*

SEPTEMBER 2015 – SEPTEMBER 2016

- Responsible for several major improvements to the microservice platform consisting of over 200 services; removed inefficient calls to core services, increasing resilience to failure and improving up-time.

- Replaced self-hosted Jenkins CI platform with hosted solution, increasing developer productivity by reducing build times, reducing infrastructure costs and maintenance burden.

- Refactored configuration management repository, removing over 65k lines of unnecessary code without any breaking changes, this made the codebase maintainable, improving developer productivity and confidence in change.

- Developed integration for Google Maps, opening up new avenues for revenue.

- Improved developer productivity by creating "H2O in a box" - a full local development stack in one command.

Key Technologies: Go, Puppet AWS, Grafana, Graphite, InfluxDB, Cassandra, Memcached, RabbitMQ, NSQ, Zookeeper, Zabbix

THREADSTER, HAMPSHIRE, UK — *Software Engineer*

JUNE 2014 – SEPTEMBER 2015

- Developed an internal platform to reduce fulfillment time from **days** to **hours**.

- Automated shipping of orders, integrating with multiple couriers to improve margins.

- Introduced queue dashboards to streamline how manufacturing teams identify items of work, reducing paper usage within the manufacturing process to zero.

- Developed custom firmware to automatically print shipping labels at the appropriate time, reducing re-prints and mis-labeling.

- Created a web application that enabled users to design their own Christmas stockings with 100s combinations, introducing an entirely new avenue for revenue.

Key Technologies: Go, Node.js, Terraform, Ansible, Docker, AWS, PostgreSQL

CALLS2ACCOUNT, HAMPSHIRE, UK — *Software Developer*

JANUARY 2012 – JUNE 2014

- Replaced legacy, unmaintained, call-data-record processor to enable expansion to support additional providers, increasing revenue and reducing operating costs.

- Designed near real-time OLAP processing engine to provide reporting structures to customers this reduced report generation times from daily to minutes.

- Replaced legacy flash based web application with HTML based single page application. Improving user experience and enabling the addition of functionality to support new and existing customers.

- Lead project to migrate self-hosted MySQL database to RDS, reducing operational cost and increasing reliability of business critical component.

- Designed web application to allow operators to create call-reviews, defining questions and gradings and then listen to recordings, performing the reviews and then producing reports.

Key Technologies: AWS, PHP, Node.js, Javascript, .NET2.0, MongoDB, MySQL