

# Thom May

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Date of Birth: 11th July 1979

- SKILLS**
- Python, Ruby, Perl, POSIX shell scripting, basic C
  - Linux (Debian, Ubuntu, Red Hat), FreeBSD, Windows 95/98/2000, Solaris
  - Apache HTTP Server, MySQL, Tomcat, DNS (PowerDNS, BIND), DHCP, TCP/IP, Postfix, Exim, Diablo NNTP
  - Firewalls (IPtables, IPchains), Intrusion detection (AIDE, logcheck, Tripwire)
  - System automation with Chef, Puppet and automated package updates
  - Experience with Cisco and other networking products
  - Development tools including Make, Subversion, Git, Bugzilla and Request Tracker
  - Fluent spoken/written English, basic French and German
- EXPERIENCE**
- **Automation Engineer**, Betfair Ltd, (July 2009 - Present)  
Responsible for designing and implementing both tactical fixes for Betfair's release process, and part of the team planning and designing a longer term integrated solution for automated deployments across the entire company estate, currently comprising over a thousand machines, many discreet environments and over one hundred internal software projects.  
As part of the tactical work, implemented Chef for most development groups and lead a small team of developers writing Chef cookbooks, working with both operational staff and developers.
    - Plan and implement short term release improvement process using Chef
    - Gather user requirements and create approach documents for long term deployment strategies
    - Work to create internal best practices for configuration, deployment and build of software
    - Work with development and operational teams to create Chef cookbooks for internal and third party software
    - Work with Opscode (Chef upstream) to fix bugs and design and implement new features in Chef
  - **Lead Operations Engineer**, Joost Technologies BV, (June 2006 - June 2009)  
Founding member of the Operations team at Joost. Responsible for numerous aspects of Joosts engineering efforts, including both engineering and operational tasks.  
My Engineering focused tasks have included the creation of continuous integration and release engineering systems, porting of core P2P (peer to peer) code to Unix platforms, and development of the post-transcoding content deployment and delivery systems.  
Operationally, I have been involved with the deployment and running of the content delivery platform, maintenance and oversight of the backend platforms, and development of an integrated automation solution to ensure that a small operations team can manage the diverse needs of the business.  
Over the past three years I have provided near permanent on-call cover due to the small size of the team and the need for responsive world wide support. This has involved tasks as diverse as making unscheduled trips to datacenters in different countries, and performing modifications to the Windows device driver toolkit at short notice.
    - Automation of deployments and configuration using Puppet and Ubuntu

- Build and release engineering using Buildbot, Cruisecontrol and other tools
  - Developed and deployed p2p/cdn service infrastructure
  - Lead US-based Operations group, including project management, mentoring and liaison with other groups.
- **Senior SysAdmin**, Claranet Ltd, (July 2005 - June 2006)  
Part of the operations team responsible for day to day management of Business Operations for one of Europe's larger ISPs. Tasks involved maintaining, developing and running a heterogeneous network of around 400 machines running Linux, FreeBSD, Solaris and Windows, providing services such as DNS, Web, email and dial-up/ADSL authentication and connectivity.  
Development tasks have involved building the new ClaraNews platform, a 20 terabyte service designed to scale efficiently and in a cost effective manner. I was involved with designing and cooperatively building a converged relay platform designed to integrate authentication systems from the disparate ISPs that Claranet owns.  
My duties also involved planning, writing, coordinating and delivering training material on basic concepts such as HTTP and Apache as well as operational platforms.
- Day to day operations, including on call rota and internal support for Claranet's escalation structure
  - Project management of large cross departmental projects
  - Development and deployment of custom solutions to business requirements
  - Mentoring and training of Junior Sysadmin and NOC/Thirdline staff
  - Produced performance and usage statistics to aid in capacity planning
- **Distribution Developer and Sys Admin**, Canonical Ltd, (March 2004 – July 2005)  
Worked as part of a distributed team responsible for creating and developing the Ubuntu Linux distribution, including debugging numerous large software packages from the kernel level upwards. Involvement with security support for released distributions, and ongoing development in a variety of languages.  
Systems Administration for a multi-architecture network which had grown to 70 machines by May 2005; my roles included providing facilities for developers such as build environments and revision control systems, and provisioning for multi-terabyte per day web servers.
- Security support for the released versions of our distribution
  - Packaging, development and maintainance for the distribution at large
  - Provide development services to an international development group
  - Specify and develop a stable and resilient platform for web services and large scale file serving
- **Sys Admin and Developer**, The Positive Internet Company Ltd, (March 2002 – March 2004)  
Systems Admin for approximately 300 machines providing web hosting and other internet related services. My duties included testing and installation of machines, custom development work both for clients and internally, and technical support for customers, as well as providing a second line of support for colleagues. Worked an on-call duty roster involving 24/7 call out.
- Developed and deployed management system for DNS and secondary MXes, allowing simple, robust web management for more than 10,000 domains.
  - Worked as part of a team to provide monitoring and alarm notification services to staff members.
  - Created, deployed and supported custom solutions for a variety of large clients.
  - Developed internal support tools in Perl and Python.
  - Worked with clients to architect and deploy large Java based applications including Tomcat setup and administration.

- **Technical Support**, Everything Linux Pty, Limited, (June – July 2001)  
Provided vacation cover for a senior staff member while in Sydney, Australia. Provided phone and email support for clients around the Sydney area, including debugging of service issues, custom packaging and coding work on Red Hat systems, and internal coding on a number of projects.
  - Worked effectively as part of a well established team at short notice.
  - Provide technical support on wide ranging problems.
  - Provide expertise in Linux both in house and to customers.

EDUCATION · Computer Science, University of East Anglia, (1997 - 1999)  
· 4 A Levels, Burnham Grammar School, (1995 - 1997)  
· 10 GCSEs, Burnham Grammar School, (1993 - 1995)

ASSOCIATIONS · Debian – developer. Responsible for Apache2, Puppet and other packages.  
· Apache Software Foundation – emeritus member.  
· Ubuntu – developer

REFERENCES Available on request.