

# David Williams

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## David Williams

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**Please note: due to physical disability, I am seeking a 100% remote role.**

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## Skills

Motivated, qualified, and experienced multiplatform infrastructure engineer, specialising in Kubernetes and Linux/\*BSD environments, but equally comfortable in Windows.

Experienced with Linux, \*BSD, and various network appliance operating systems such as IOS, Vyatta, MikroTik, Ubiquiti, and Juniper.

Strong Kubernetes administration and troubleshooting experience, including initial buildouts and value-adds such as the Linkerd service mesh and Prometheus monitoring.

Extensively experienced with various cloud platforms, particularly Google Cloud Platform and Amazon Web Services.

Great believer in automation over repetitive busywork, both in terms of freeing up engineer brain-time for more complicated issues and of minimisation of possible human error.

Self-taught skills and lifelong special interest in information security, penetration testing, platform hardening, DFIR, and IoT security.

Nonprofessional experience of electronic engineering and “making”. Member of the London Hackspace since its inception.

Experienced with Go, Python, Ruby, JavaScript (including TypeScript), and shellscript. Intermediate skills with Java.

Comfortable running and managing a team, including upskilling team members and sprint-based task prioritisation and management.

Experienced in balancing business-as-usual break/fix work against larger-scope project work.

Lateral and quick thinker when emergent circumstances inevitably arise.

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## Experience

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### Feeld / Head of Infrastructure

OCTOBER 2019 - ONGOING, REMOTE

Created and managed a dedicated infrastructure team. Handled training, project and budget management, and operated across multiple time zones. Built an incident management platform and shared the on-call responsibilities. Automated remediation for frequent issues which could not have their root cause addressed by developers. Built runbooks for key components and microservices. Set up a single pane of glass for metrics to aid investigation. Worked closely with developers to instrument and consume OpenTelemetry, allowing deep insight and full tracing functionality. Tamed overly verbose logging, saving a significant proportion of the monthly costs, and allowing for meaningful querying. Built modernised environment, including full infrastructure-as-code with Pulumi, GitOps for Kubernetes manifests using Flux and Weave GitOps, the Linkerd service mesh, Gloo ingress, full OpenTelemetry collection and analysis tooling, a low-friction SD-WAN VPN to replace the ageing bastion hosts, brought Redis and Postgres in-house from external providers, and applied serverless technologies such as Cloud Functions where appropriate to reduce platform complexity.

### Mozilla / MOC Engineer

SEPTEMBER 2016 - NOVEMBER 2017, REMOTE

Extremely wide-ranging remote role, demanding broad skillset and ability to learn new skills quickly. Management of the full Mozilla infrastructure, with on-call responsibilities. Communication and collaboration with diverse teams, with varying foci and levels of technical competency. Point of contact for “I don’t know who I should talk to about this, but” queries. Began development of in-house operations intelligence software (‘Panopticon’).

### Facebook / Production Engineer

JULY 2013 - JULY 2014, SAN FRANCISCO

Working with the Facebook storage infrastructure. Massive-scale Linux administration and toolset development, with on-call duties. Commissioned new datacentre location in Malmö and performed initial data seeding, ongoing replication, and integration into global multi-tier storage infrastructure.

### Six Degrees Group / Systems Administrator

Previously **Ultraspeed**

JULY 2009 - MAY 2013, LONDON

Part of a small team running a large Linux and Windows managed hosting estate backed on VMware. Datacentre work, on-call duties, direct contact with customers. 3PAR SAN administration. Vyatta network administration. Threat management and attack surface reduction. Design, implementation, and ongoing ownership of managed backup platform.

### **ioko / Systems Administrator**

JULY 2007 - JUNE 2009, LONDON AND YORK

Linux-based deployment management, toolset development, and systems support for large-scale IPTV clients. On-call work.

### **Inspired Gaming Group / Systems Administrator**

MAY 2006 - MAY 2007, LONDON

Systems administration for a mid-scale RHEL, Windows, and AIX estate. Managed migration of physical server estate to VMware virtualisation. EMC SAN administration. On-call work.

### **DXI Networks / VoIP Engineer**

FEBRUARY 2005 - APRIL 2006, LONDON

Design, implementation, and support of a country-wide VoIP network based on Cisco hardware and software. On-call work.

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## **Education**

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### **University of Kent / Computer Science (BSc 2.2 Hons)**

SEPTEMBER 2003 - JULY 2007, CANTERBURY

### **ITIL / ITIL Certified**

FEBRUARY 2009

### **Red Hat / Red Hat Certified Engineer (RHEL 5)**

APRIL 2007

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## **Keywords**

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3PAR, Amazon Web Services, Apache, Asigra Enterprise Backup, Automation, AWS, Azure, CentOS, Cloud Computing, Containers, cPanel, Database Administration, Docker, EMC, FreeBSD, GCP, Google Cloud Platform, HAProxy, High Availability, IT Security, ITIL, Kubernetes, Linux, Load Balancing, Mac OS X, MySQL, NAS, Network Administration, Network Security, Nginx, Passenger, PostgreSQL, Python, Red Hat Linux, Ruby, Ruby on Rails, SAN, Systems Administration, Ubuntu, VMware, Vignette, Virtualisation, Windows, Windows Server