

Owen Letts

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I am a DevOps Engineer with experience maintaining large-scale systems; looking to collaborate in a team environment. I am eager to use my expertise in continuous integration and continuous deployment, monitoring and troubleshooting to increase the resiliency and agility of the software produced by the teams I work with so that they deliver a better experience to customers.

Work Experience

Microsoft Azure – DevOps Engineer – March 2021 to May 2023

- I architected the solutions-level testing infrastructure for the development team, using Azure DevOps, with a requirement to allow for a Hybrid Cloud solution for both edge and cloud workloads.
- I deployed the cloud infrastructure for a new Azure resource using ARM templates, this included ensuring the templates were reusable by other teams, to reduce ramp-up time on new first-party Azure services.
- I migrated projects and their continuous deployment pipelines to Azure DevOps whilst adjusting to highly regulated security and policies required for Enterprise standards.

Microsoft (Formerly Metaswitch Networks) – Platform Engineer – November 2017 to March 2021

- I maintained and enhanced a GitLab continuous integration platform for over 800 users, consisting of over 150 container-based build machines.
- I monitored and observed the platform in real-time using Prometheus, Alertmanager and Grafana.
- I introduced Terraform to the Engineering department leading to significant uptake by multiple teams allowing for faster deployments and increased automation.
- I have produced seminars and presentations on technical topics, processes and culture to spread knowledge and ideas across the company.
- I created long-term dashboards using Google Cloud BigQuery and Datastudio to analyse trends in capacity and usage of our CI platform, allowing for better decision-making.
- I maintained an internal Kubernetes cluster for high-impact, but small, apps requiring fast deployment and innovation.

Dorset Software Services – Network & Infrastructure Engineer – June 2016 to November 2017

- I deployed both enterprise applications and bespoke software to a variety of environments including AWS EC2 and Hyper-V clustered virtual machines.
- I upheld these applications as part of a helpdesk team where I work together with developers and testers to diagnose and solve issues for the various stakeholders involved. This includes SQL Server, IIS web servers, TFS, and many other enterprise products.

Dorset Software Services – Software Programmer – September 2015 to June 2016

- I coded additional functionality into a pre-existing ASP.NET MVC web application which included front-end, back-end, and database development. The project required collaborating with other developers and discussing the aspects of the design concerning how the customer would use the application.

Skills Profile

Deployment Expertise

I have deployed to production using a wide variety of industry-standard tooling including Terraform, Docker, Kubernetes, Python, Puppet, GitLab CI/CD, and Azure DevOps. This increased the standardization of deployments whilst decreasing technical debt to the Engineering department.

Communication Skills

I have frequently communicated with different stakeholders of the systems that I am responsible for. This includes but is not limited to, direct customers for support, medium to large-sized change requests from team managers, and technical requests to other teams or within my team.

Project Ownership and Initiative

I have identified process improvements to help my department understand how much time is spent on toil over innovation. This required creating a business case, presenting it to my peers, and getting buy-in from the head of the department, as well as creating documentation outlining my enhancements.

Organisational Skills

I managed multiple streams of requests and prioritised them based on the needs of the business. This required independently organising and scheduling tasks as appropriate whilst focusing on the most important request at the time.

Education

2011-2015 The University of Nottingham
 MSci Natural Sciences (Specialising in Physics) 2:1

Interests and Additional Achievements

International Travel – I've spent the last year solo-travelling Southeast Asia and South America! During this time, I had to be organised, sociable and push myself beyond my comfort zone; creating a new positive mindset for my work going forward.

Cycle touring – As a part of a trip to New Zealand I cycled half the length of the country, not without its adversities. I had to adjust plans on the fly as I sustained an injury to my knee and one of the roads on my route had a landslide.

Society Committee Member - I was a member of the Real Ale Society Committee for my university for 3 years. During that time, I delivered my university's beer festival, negotiated sponsorship deals and was responsible for society members' wellbeing during events.

References

References are available on request.