THOMAS WESTON

Senior Site Reliability Engineer

+44 07708702922 • weston.tom@gmail.com • tomweston.io • linkedin.com/in/westontom • github.com/tomweston • UK

Summary

Accomplished technical engineer with a forte in site reliability and the management of distributed systems, recognized for the development and operationalization of high-availability systems in complex enterprise settings. Exhibits robust strategic leadership, excelling in propelling teams towards technological advancements and enhanced operational productivity with a strong bias for action.

Experience

Smart Pension — London, UK
Senior Site Reliability Engineer — 06/2022 - Present

- Developed a service catalog API that streamlined the integration of services into observability systems, achieving uniform service monitoring and improving operational workflows. This innovation not only enhanced the management of service health indicators but also led to a **60%** reduction in service onboarding time, boosting MTTR metrics and team SLO adherence.
- Formulated advanced log indexing strategies, leading to a **75%** reduction in daily log entries, from **41m** to **~10m**, resulting in **70%** cost savings in observability expenses.
- Initiated a new revenue stream by automating DB snapshot integrity checks, transitioning from manual reports to a system with custom time series metrics and anomaly detection. This led to an **80%** reduction in processing time and significantly reduced the possibility of human error. The strategy found full-scale adoption across client environments with **100%** uptake rate.

AJW Group — Sussex, UK
Principal Site Reliability Engineer — 06/2018 - 06/2022

- Advocated for the adoption of SRE principles, leading to increased system reliability and uptime, as evidenced by enhanced engineering collaboration and departmental synchronisation.
- Automated incident management workflows, reducing response times by over **30%**, improving effectiveness and efficiency in postmortem analyses.

AJW Group — Sussex, UK
Senior Platform Engineer — 03/2017 - 06/2018

- Developed a robust PaaS infrastructure, which significantly enhanced our DORA metrics across all engineering teams and services. This led to more agile deployment processes and improved operational responsiveness, evidenced by a **20%** reduction in customer SLA breaches. The platform's impact was particularly notable in accelerating deployment frequency, shortening lead times for changes, reducing the change failure rate, and minimising MTTR across **1K+** services.

Equinix — London, UK
Managed Services - Support Engineer — 01/2016 - 03/2017

- Served as the primary escalation contact for UK Managed Services, optimising resolution workflows and decreasing downtime, as demonstrated by improved customer issue resolution.
- Developed and deployed a headless automation system for remote hypervisor installations in data centre cabinets, drastically streamlining the provisioning process. This innovation played a pivotal role in significantly reducing customer onboarding times and enhancing operational scalability and efficiency across datacenter POPs.

Telecity Group — London, UK
Managed Services - Support Engineer — 02/2013 - 01/2016

- Provided expert-level technical support, contributing to the reliability and efficiency of various systems and networks.

Technical Skills

AWS • Google Cloud • Azure • Distributed Tracing • APM • Go • Python • Typescript • React • Microservices • Serverless • NoSQL • APIs • CI/CD • Terraform • Pulumi • Git • Github • Gitlab • Docker • Kubernetes • Helm • Istio • Argo • Grafana • Prometheus • Datadog • Pagerduty • Sentry • AI • Agile/Scrum • Linux

Education & Certificates

University of Portsmouth, UK – **Computer Network Management & Design**	2003 - 2005
Solent University, UK – **Cisco Certified Network Associate**	2005 - 2006
CNCF - Certified Kubernetes Administrator (CKA) – **CKA-2000-006866-0100**	04/2020