

Curriculum Vitae **Massimo Mongardini**

<http://massimo.mongardini.it/cv.pdf>

Personal Information

Name Massimo Mongardini
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Profile

With a professional background as a Linux Systems engineer, I have developed strong abilities and interests in security, troubleshooting and high availability. I have always been exposed to large infrastructures where automation, change management, order, communication and knowledge sharing were essential for the success of the services offered. In the past years, I have been leading and building DevOps/SRE teams and making use of Agile methodologies and best practices to optimize and achieve the full team potential. I believe that micro-service solutions like Docker are challenging the systems landscape to move to a congruent and immutable infrastructure platform. These principles, if adopted and understood, can be very powerful to create standard environments, leverage full stack automation and achieve continuous integration, fail fast and fault tolerant platforms.

Work Experience

<i>Employer</i>	Zopa Bank
<i>Location</i>	London, United Kingdom
<i>Industry</i>	Technology/Finance
<i>Dates</i>	Oct 2019 – Present
<i>Position held</i>	Head of Platforms/Reliability Engineering
<i>Main activities and responsibilities</i>	Responsible for the platform, infrastructure and reliability engineering team at Zopa. Zopa was the first ever p2p lending company with the aim to give people access to simpler, better-value loans and investments. The company is now launching as a bank. <ul style="list-style-type: none">- Heading the Zopa Reliability Engineering team composed of 14 engineers.- Responsible for the hybrid infrastructure and platform (4DCs + Cloud)
<i>Achievements</i>	Since joining Zopa I reorganized the Reliability Engineering team by logically dividing the team in PaaS, IaaS and Tooling. The PaaS team is responsible for developing automation OS layer up, the IaaS team is responsible for developing automation OS layer down and the Tooling team is a dedicated team of golang developers that work in providing tools for the engineering team to improve the software development life-cycle and automation.
<i>Employer</i>	UnderwriteMe (Pacific Life Re)
<i>Location</i>	London, United Kingdom
<i>Industry</i>	Technology/Insurance
<i>Dates</i>	Mar 2018 – Oct 2019
<i>Position held</i>	DevOps Manager
<i>Main activities and responsibilities</i>	Responsible for the platform, network and DevOps team. UnderwriteMe is a technology company in the insurance sector that has been disrupting the life insurance lifecycle by introducing a tech first approach. <ul style="list-style-type: none">- Heading the DevOps team (8 engineers across London and Sydney)

<i>Achievements</i>	<ul style="list-style-type: none"> - Managing the company infrastructure. <p>Introduced agile methodologies and workflows for the DevOps team to increase deliverables visibility and accuracy.</p> <p>Transformed the convergent IaC to an immutable infrastructure life-cycle. This was done by collaborating with software engineers and architects to ensure that the company adapts to new ways of working.</p>
<i>Employer</i>	Sky
<i>Location</i>	Isleworth, London, United Kingdom
<i>Industry</i>	Media Streaming
<i>Dates</i>	Jan 2016 – Mar 2018
<i>Position held</i>	Site Reliability Engineering Lead
<i>Main activities and responsibilities</i>	<p>Responsible for the Content Discovery Platform within Sky. Sky is a British satellite broadcasting, on-demand internet streaming media, broadband and telephone services company with headquarters in London. It has operations in the United Kingdom, Ireland, Germany, Spain, Austria and Italy. Sky is the Europe's biggest and leading media company and largest pay-TV broadcaster, with 21 million subscribers and 30,000 employees as of 2015.</p> <ul style="list-style-type: none"> - Heading two teams (SRE London, Functional/Non-Functional Testing) composed of 48 engineers that work across 12 local and remote scrum teams (150+ software engineers) - Capacity management of the platform composed of 7000+ servers. - Work closely with architects, scrum masters and project managers to guarantee delivery, capacity and technical alignment. - Point of reference for any Akamai related queries within Content Discovery.
<i>Achievements</i>	<p>During my time at Sky, I successfully achieved the following:</p> <ul style="list-style-type: none"> - Rebuilt the Content Platform's Site Reliability Engineering team (transitioning from a DevOps model) from scratch. - Introduced and evangelized about containerization and immutable infrastructure concepts. - Improved communication and workload by introducing backlog prioritization and sprint planning across the Site Reliability Engineering teams. - Lead the transformation of the platform to an immutable infrastructure model. - Increased the CD speed and reliability by leading the introduction of containers, scheduling, OS images lifecycle and by reducing the configuration management footprint close to nil. - Leading the transformation of the service in order to be production ready in a new country in 1 day (IaC).
<i>Employer</i>	Last.fm – CBS Interactive ltd.
<i>Location</i>	London, United Kingdom
<i>Industry</i>	IT - Online Media/Music
<i>Dates</i>	Oct 2013 – Jan 2016
<i>Position held</i>	Head of Technical Operations
<i>Main activities and responsibilities</i>	<p>I was responsible for the Last.fm platform. Last.fm is a data driven platform that serves a user base of 50M+ users with APIs serving 10K TPS. My main responsibilities include:</p> <ul style="list-style-type: none"> - Management of the DevOps team composed of 3 engineers. - Lead the transformation of the CI pipeline using Jenkins, Capistrano, cfengine3 and Docker. - Platform monitoring and capacity planning using Centreon/Nagios,

<p><i>Achievements</i></p>	<p>Grafana/Graphite and Newrelic and Jmeter/siege for non-functional testing.</p> <ul style="list-style-type: none"> - Infrastructure analysis to achieve full fault tolerance. - Setup and management of the cloudera hadoop cluster (Big Data). - Management and upkeep of the AWS infrastructure for the image serving system. - Akamai route optimization and caching setup. Point of reference for any akamai related queries at Last.fm. <p>During my time at Last.fm, I successfully achieved the following:</p> <ul style="list-style-type: none"> - Introduced a Kanban board for the DevOps team to integrate the team process flow with the company agile environment. - Introduced Incident reporting and escalation procedures. - Improved interdepartmental communication and increased visibility of the platform status. - Managed the decommission of the three UK based datacenters and migration to a brand-new platform in the United States from C-Level conception to implementation, communication and contract negotiations.
<p><i>Employer</i></p> <p><i>Location</i></p> <p><i>Industry</i></p> <p><i>Dates</i></p> <p><i>Position held</i></p> <p><i>Main activities and responsibilities</i></p> <p><i>Achievements</i></p>	<p>Maxymiser Ltd.</p> <p>London, United Kingdom</p> <p>IT - Online Media</p> <p>Jan 2013 – Oct 2013</p> <p>Head of Platform Operations</p> <p>I was responsible for the Maxymiser Production Servers Platform (MPSE). The platform is a globally distributed architecture delivering dynamic and static content at a rate of thousands of requests per second with latency lower than 300ms. Main Activities:</p> <ul style="list-style-type: none"> - Management of the platform devops team. 12 engineers across UK and Ukraine. - Platform proactive monitoring and planning - Security <p>While at Maxymiser, I was successful in achieving the following:</p> <ul style="list-style-type: none"> - Improved inter-departmental communication - Increased platform performance visibility - Improved team communication and incident management - Successfully managed the migration from a legacy datacenter to a new state of the art tier-3 colocated datacentre in London - Lead the setup of a state of the art tier-4 datacentre in New Jersey
<p><i>Employer</i></p> <p><i>Location</i></p> <p><i>Industry</i></p> <p><i>Dates</i></p> <p><i>Position held</i></p> <p><i>Achievements</i></p>	<p>Kresenn Ltd</p> <p>Remote</p> <p>Energy research start-up</p> <p>September 2011 – July 2015</p> <p>Director/COO</p> <p>I was one of the founders of Kresenn, with the goal of developing and selling portable datacenters. The company's focus soon shifted to find an alternative way to power the datacenter modules. This led us to collaborate with Physicists and Companies all over the world with the aim of prototyping a Low Energy Nuclear Reactor (LENR) cell and allowed us to collaborate to the formation of the LENR Cities Ecosystem.</p> <p>While at Kresenn I was successful in putting together and coordinating a group of exponential scientists to present the company business plan to investors and we were able to create a demonstrator capable of producing an uninterrupted 10-15W of energy gain for days.</p>

Employer **Webroot Services Ltd.**
Location Bracknell, Surrey, United Kingdom
Industry Internet security
Dates October 2008 – Jan 2013
Position held SaaS Operations Manager
Main activities and responsibilities I was responsible for the SaaS operations, specifically for the email and web filtering products. I managed a team of 10 engineers local and remote, working on the upkeep of the large Linux based server infrastructure.
Achievements Presented and introduced and evangelized the use of configuration management to deploy and organically manage the whole infrastructure.

Employer **Codefarm Software Ltd.**
Location London, United Kingdom
Industry Financial services
Dates March 2007 – October 2008
Position held Infrastructure Engineer
Main activities and responsibilities I was responsible for the development and upkeep of the company 24/7 RedHat Linux based hosted high-performance compute grid (HPC).
Achievements During my time at Codefarm I was involved in the design, implementation and later consolidation of the new Platform Symphony based computing grid. This was achieved by introducing High Availability of services, a configuration management software (puppet) and virtualization.

Employer **National Institute of Nuclear Physics (I.N.F.N.)**
Location Perugia, Italy
Industry Research Institute
Dates May 2001 – March 2007
Position held Systems & Network Administrator
Main activities and responsibilities I was responsible for the IT infrastructure of the institute, composed of 300 workstations, 20 general purpose RedHat Linux servers and a server farm composed of 60 Linux nodes. Management and upkeep of the local AFS cell and participation to the national computing grid setup (HPC).

Employer **C.E.R.N.**
Location Geneva, Switzerland
Industry Research Institute
Dates 2004 - 2006
Position held Linux System Administrator
Main activities and responsibilities I was responsible for overseeing the Linux workstations used on-site for the experiment NA48 in which I.N.F.N. took part.

Employer **Sinfor s.r.l.**
Location Perugia, Italy
Dates 2000 - 2001
Position held Jr. System & Network Administrator

Education and training

2016 - Akamai - Akamai training
2014 - **Syndacate Training** - Leadership Development Training
2013 - **Akamai University** - Akamai Aqua Ion
2012 - **BCS** – ITIL Service Transition
2011 - **BCS** – ITIL v.3 Foundation certification
2010 - **Webroot University** - PCI Compliance Training and Certification
2007 - **Platform Computing** - Platform Symphony 3.1 Installation and Administration.
2006 - **Cisco Networking Academy** - CCNA 640-801
2002 - **Red Hat Linux** - RH253 – Linux Networking and Security Administration
2001 - **Red Hat Linux** - RH133 – Linux System Administration
2000 - **Microsoft** - Windows 2000 Server, Microsoft Certified Professional
1999 - **Microsoft** - Networking Essential
1992,1994 - **University of Perugia** – Science, Biology - Completed two years of four-year degree course.
1992 - **“G. Galilei”** Secondary School - Perugia, Italy - Certificate of Higher Education (A level equivalent).

Publications

Vistoli Maria Cristina, Gaido Luciano, Mongardini Massimo et al. [2006]: "Operations structure for the management, control and support of the INFN-GRID/Grid.It production infrastructure", CHEP 06 Computing in High Energy and Nuclear Physics (Grid middleware and e-Infrastructure operation), Mumbai [India].

Mongardini Massimo, Gentile Fabrizio [2006]: “Linux Virtual Server- Per un Server di Login ad Alta Affidabilità / Linux Virtual Server- For an High Availability Login Server”. Winner of the poster session I.N.F.N. Workshop, Lecce.

Conferences and Workshops

2019 – National DevOps Conference – speaker – British Museum, London
2016 - Akamai - Akamai Security Roundtable
2015 - Akamai - Akamai Security Roundtable
2011 – puppet labs – puppetconf
2008 – UKUUG Workshop – Files and Backup Seminars – London
2006 – I.N.F.N. Workshop – Network and System Troubleshooting – Lecce, Italy
2005 – Wireless Security Workshop – CNR Pisa, Italy
2005 – I.N.F.N. Workshop - Planning of computing rooms – Padova, Italy
2004 – I.N.F.N. Workshop – Technical support for local INFN-Grid site – Rome, Italy
2004 – I.N.F.N. Workshop – Network and System Troubleshooting – Cagliari, Italy
2004 – I.N.F.N. Workshop – Windows Security – Parma, Italy
2003 – I.N.F.N Workshop – Network and System Troubleshooting – Paestum, Italy
Invited by Linux User Group Perugia to present talks during various Linux events on subjects regarding:
“Linux Terminal Sever” - How to use diskless clients as workstations
“Linux Virtual Server” - How to create a high reliability/availability server
“Distributed File Systems: Afs and Coda” - An introduction to two distributed file systems

Interests and Attitudes

In my spare time, besides having fun with my own systems, I enjoy playing tennis and running. I am also interested in renewable and alternative energy solutions. Throughout my career I have always been recognized as a key team player.

Sincerely,
Massimo Mongardini