

Curriculum Vitae **Massimo Mongardini**

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

Personal Information

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Profile

With a professional background as a Linux Systems engineer, I have developed strong abilities and interests in systems, 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 highly performing Kernel and Hypervisor team that successfully delivered a service that allowed millions of legacy instances to seamlessly run on newer hardware types. This was achieved by leveraging an empowering leadership style, effectively engaging with key stakeholders and customers, surfacing key performance indicators and above all making sure that the teams kept being motivated, aware of the business direction and communicating how their work contributed to the bigger picture.

Work Experience

Employer **Amazon Web Services (AWS)**
Location Cambridge, United Kingdom
Industry Technology/Finance
Dates August 2022 – Present
Position held Software Development Manager III
Main activities and responsibilities Responsible for the Software Development Engineering team (13) working on the AWS Nitro hypervisor and kernel.

Achievements Responsible for a team working on the Nitro hypervisor and kernel development. My team successfully delivered the Xen-on-Nitro (XoN) service that allowed millions of older instance types to seamlessly run on newer Nitro hardware.

Employer **Zopa Bank**
Location London, United Kingdom
Industry Technology/Finance
Dates Oct 2019 – June 2022
Position held Head of Platforms/Reliability Engineering
Main activities and responsibilities 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 has now launched as a bank and provides a wide range of products.

- Heading the Zopa Reliability Engineering team composed of 14 engineers.
- Responsible for the hybrid infrastructure and platform (4DCs + Cloud)

Achievements Responsible for the platform's budget and supplier management. Since joining Zopa I reorganized the single Reliability Engineering team by logically dividing it in three sub-teams (PaaS, IaaS and Tooling) with tech leads. This helped improving communication with the engineering teams, streamlining the work intake

	<p>and the output of the team.</p> <p>During my time at Zopa, I led the migration of an in-house built Kubernetes cluster to a managed cluster in AWS (EKS). I am currently leading the migration of our Kafka cluster to Confluent cloud. I have conceptualized, socialized and currently driving a cloud strategy that will make the Zopa platform, cloud-only by 2024.</p>
<i>Main activities and responsibilities</i>	<p>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.</p> <ul style="list-style-type: none"> - Heading the DevOps team (8 engineers across London and Sydney) - Managing the company infrastructure.
<i>Achievements</i>	<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>	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>	<p>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.</p> <ul style="list-style-type: none"> - Heading the DevOps team (8 engineers across London and Sydney) - Managing the company infrastructure.
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<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, Grafana/Graphite and Newrelic and Jmeter/siege for non-functional testing. - 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.
<i>Achievements</i>	<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.

<i>Employer</i>	Maxymiser ltd.
<i>Location</i>	London, United Kingdom
<i>Industry</i>	IT - Online Media
<i>Dates</i>	Jan 2013 – Oct 2013
<i>Position held</i>	Head of Platform Operations
<i>Main activities and responsibilities</i>	<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.

<i>Achievements</i>	<ul style="list-style-type: none"> - 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
<i>Employer</i>	Kresenn Ltd
<i>Location</i>	Remote
<i>Industry</i>	Energy research start-up
<i>Dates</i>	September 2011 – July 2015
<i>Position held</i>	Director/COO
<i>Achievements</i>	<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>
<i>Employer</i>	Webroot Services ltd.
<i>Location</i>	Bracknell, Surrey, United Kingdom
<i>Industry</i>	Internet security
<i>Dates</i>	October 2008 – Jan 2013
<i>Position held</i>	SaaS Operations Manager
<i>Main activities and responsibilities</i>	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.
<i>Achievements</i>	Presented, introduced and evangelized the use of configuration management to deploy and organically manage the whole infrastructure.
<i>Employer</i>	Codefarm Software ltd.
<i>Location</i>	London, United Kingdom
<i>Industry</i>	Financial services
<i>Dates</i>	March 2007 – October 2008
<i>Position held</i>	Infrastructure Engineer
<i>Main activities and responsibilities</i>	I was responsible for the development and upkeep of the company 24/7 RedHat Linux based hosted high-performance compute grid (HPC).
<i>Achievements</i>	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.
<i>Employer</i>	National Institute of Nuclear Physics (I.N.F.N.)
<i>Location</i>	Perugia, Italy

<i>Industry</i>	Research Institute
<i>Dates</i>	May 2001 – March 2007
<i>Position held</i>	Systems & Network Administrator
<i>Main activities and responsibilities</i>	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).
<i>Employer</i>	C.E.R.N.
<i>Location</i>	Geneva, Switzerland
<i>Industry</i>	Research Institute
<i>Dates</i>	2004 - 2006
<i>Position held</i>	Linux System Administrator
<i>Main activities and responsibilities</i>	I was responsible for overseeing the Linux workstations used on-site for the experiment NA48 in which I.N.F.N. took part.
<i>Employer</i>	Sinfor s.r.l.
<i>Location</i>	Perugia. Italy
<i>Dates</i>	2000 - 2001
<i>Position held</i>	Jr. System & Network Administrator
Education and training	<p>2022 – Confluent - Apache Kafka Administration</p> <p>2021 – MBTI workshop - Manage with MBTI – Team personality assessment</p> <p>2021 – Leadership workshop - Emotional Intelligence Training</p> <p>2021 – Leadership workshop - Management Fundamentals</p> <p>2021 – Leadership workshop - How to be a good coach</p> <p>2020 – Leadership workshop - Fearless Presenting Training</p> <p>2020 – Leadership workshop - Inspire & Energise</p> <p>2020 – Leadership workshop - Remote Management</p> <p>2020 – IT Roundtable - Effective Leadership and Culture roundtable</p> <p>2020 – Leadership workshop - Boost your resilience</p> <p>2019 – Leadership workshop - The Challenger Spirited Leader</p> <p>2016 – Akamai - Akamai training</p> <p>2014 – Syndacate Training - Leadership Development Training</p> <p>2013 – Akamai University - Akamai Aqua Ion</p> <p>2012 – BCS - ITIL Service Transition</p> <p>2011 – BCS - ITIL v.3 Foundation certification</p> <p>2010 – Webroot University - PCI Compliance Training and Certification</p> <p>2007 – Platform Computing - Platform Symphony 3.1 Installation and Administration.</p> <p>2006 – Cisco Networking Academy - CCNA 640-801</p> <p>2002 – Red Hat Linux - RH253 - Linux Networking and Security Administration</p> <p>2001 – Red Hat Linux - RH133 - Linux System Administration</p> <p>2000 – Microsoft - Windows 2000 Server, Microsoft Certified Professional</p> <p>1999 – Microsoft - Networking Essential</p> <p>1992,1994 – University of Perugia - Science, Biology - Completed two years of four-year degree course.</p> <p>1992 – “G. Galilei” Secondary School - Perugia, Italy - Certificate of Higher Education (A level equivalent).</p>

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

2020 – London Devops meetup – Speaker - Online
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