

## Mike Bristow

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### OBJECTIVE

I enjoy the challenges of developing emerging technologies while leading my team to success. My ideal position will enable me to lead the development of interesting new Internet services.

### SKILLS

- UNIX system administration: expert, particularly Solaris, BSD, RedHat, and Ubuntu.
- Programming: I am comfortable with many programming languages including Perl, C, C++, Java, and shell/bash scripting.
- Version control systems: I am an expert in both the use, and administration, of CVS, SVN, and Git.
- Build systems: I am familiar with Jenkins/Hudson, Maven, and with other build tools (e.g. ant, make, etc).
- TCP/IP: General networking skills on the Internet – firewalls, routing, and diagnostics.
- Internet: detailed knowledge of most Internet protocols including HTTP, SMTP, NNTP, DNS, NTP, and RADIUS, and the configuration of the Apache HTTP Server, Exim, Tomcat, and BIND.
- Database: Good understanding of MySQL and Oracle.
- Amazon AWS: good grounding in the architecture and successful patterns that provide scalable and available systems.
- Monitoring: I am familiar with monitoring and trending systems. Most recently, I have used and configured Zabbix to ensure that proactive steps can be taken to address underlying issues before they become incidents, as well as alerting when incidents occur.
- Server Automation: I have used puppet to automate the management of the configuration of services we provide for our clients.
- People Management: leadership, and providing effective feedback to the team.
- Agile processes: I have worked on many successful agile projects and am familiar with the methods it uses to deliver value quickly.
- ITIL: I am familiar with working within the ITIL framework, and have successfully passed both the Foundation Certificate, and the Intermediate Release, Control & Validation exams.
- Release Management: I am familiar with the best practices of Release Management (and the wider change processes it is part of), and have managed the release of a number of key business systems for enterprise clients.

### HISTORY

*February 2009 - Present, Transition Lead, Razorfish*

I lead a small team that is responsible for deployment management and release planning within the Service Operations department of Razorfish. When I joined,

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we were responsible for managing regular deployments into a major online shop.

I brought the lessons learned from this to 2 major new clients and many smaller ones as they were introduced to the business.

My day-to-day responsibilities were managing the team workload, ensuring that the needs of internal clients were understood and met; co-ordinating overall deployment and transition activities across multiple clients; and managing some of the transition activities personally.

During this period, Razorfish started to build AWS Cloud based infrastructure, and we developed processes that enabled many of our deployments to require zero downtime – these processes relied on the architectural design patterns that were developed by the wider Service Operations team.

### *2002-February 2009, Technical Manager, Thus PLC*

As the manager of the Software and Configuration Management, I led a team of 3 developers, bringing quality and process to what had been an unstructured development environment.

I ran many projects to build and introduce:

- A unified package-building infrastructure for RedHat, Solaris, FreeBSD and HP-UX, built on a combination of bespoke software and processes.
- The autobuild system, which takes source code from the source repository and builds a package for all of the supported platforms, and modified the release processes used internally to use it.
- The introduction of RedHat Enterprise Linux.
- The introduction of a document repository & the rationalization of the existing source repository.

I successfully sold the processes that arose from the internal infrastructure to development teams within London.

The team's day-to-day work revolved around managing the repositories, providing expert advice to other project teams, and packaging software for internal use on RedHat and Solaris, ensuring that both the code (if internally produced) and the packaging met internal quality standards.

### *1999-2002 Software Engineer, Thus PLC*

This role in the Internet Service Development team led me to be involved in all of the key projects of the time, including providing Internet services (email, dialup access, etc) for our customers' set-top box products; internal infrastructure work; and Internet product development.

I worked primarily on Linux, Solaris, and FreeBSD, and the projects were delivered using a mix of open source products such as Exim, Apache and

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OpenLDAP, and application servers such as NetApp filers and Mirapoint mail servers.

The projects that I spent most time on included:

### *Internet and Telephony Services for Consumer Device, 2001-2002*

I was tasked with generating the business reports from the system. This involved me refining requirements into specification, and integrating the reporting systems with all aspects of the platform.

### *Internet Services for Set-Top Boxes 1999-2001*

I was involved in this project as a developer working on the producing the specification and design for the dialup component of the system, until I was thrust into the role of Technical Lead. This led to me being heavily involved in the acceptance testing run by the client against our platform, and the development of the web application used by users to send SMSs from their set-top box. I was directly responsible for 4 developers, most of whom were working on the project, and controlled a virtual team of 6 developers, testers, and network engineers on the project.

### *1998-1999 Systems Administrator, and 1998 Junior Systems Administrator, Thus PLC (née Scottish Telecom and Demon Internet Ltd)*

As a Systems Administrator within the back-end services team of the NOC, I was responsible for managing many of the systems that provide “invisible” support for all of Thus’s customers: the radius servers; the NTP and DNS servers; the email-to-fax and fax-to-email gateways; and the backup service. These services typically ran on a FreeBSD or Solaris platform.

### *1997-1998 NOC Frontline Administrator, Demon Internet Ltd*

This was a second-line support/junior system administrator role that managed faults reported internally. We either resolved them, or escalated to the relevant teams in the Operation Centre.

### *1995-1997*

In this time I held a number of temporary roles.

### *1992-1995 Physics, University of Southampton*

### *1990-1992 Student, Woking Sixth Form College*

## **REFERENCES**

References are available on request.

## **CONTACT**

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