CEDRIC KIENZLER

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Senior Site Reliability Engineer

Accomplished and growth-focused professional with strong business acumen and expertise in leading large-scale projects, directing high-performance teams, and ensuring positive customer experiences. Adept at developing, testing, and remedying technical engineering problems in compliance with established policies and procedures. Demonstrated success in spearheading operations with exceptional proficiencies, including coordinating production, handling quality assurance, testing products, writing project specifications, setting goals, monitoring market demands, and administering budgets. An intuitive leader with innate leadership abilities to train staff members and steer team and company in desired direction. Equipped with excellent work ethics; impeccable communication, interpersonal, and problem-solving skills, along with a knack to forge and preserve value-adding and trusted relationships with customers for exceeding expectations.

• Full Lifecycle Product Development	• Service Level Objectives	• Key Stakeholder Management
• Open-Source Project Management	• Budgeting / Forecasting	• Communication & Collaboration
• Customer Experience Management	• Site Reliability Engineering	• Staff Training & Leadership

Projects

kkpctl (github.com/cedi/kkpctl), 2021 to Present

Open Infrastructure e. V. (open-infrastructure.de), 2020 to Present

BIO Routing (github.com/bio-routing), 2018 to 2019

Career Experience

Team Lead Kubernetes SRE, German Edge Cloud, Hamburg, Germany   2020 to Present

Offer professional support to organisation by overseeing day-to-day activities, such as administering budgets allocated to managed Kubernetes Service, maintaining Kubernetes Infrastructure, reviewing code and design documents, and making optimal pricing structure with Head of Sales and accounting.

- Liaised and worked in close collaboration with C-level Management for designing effective strategies and delivering high quality products and services towards customers.

- Established a remote team of site reliability engineers and took ownership of managed Kubernetes platform.

- Developed positive working relationships between business units and improved workplace diversity by driving a company-wide initiative.

- Created new incident, change, and problem management processes with service management team.

- Ensured smooth functioning of operations, while serving as a Product and Platform Owner, representing company in Cloud Native Computing Foundation, and supporting multiple teams with an ultimate goal of becoming a CNCF certified "Kubernetes Certified Service Professional".

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Site Reliability Engineer 2, SharePoint Online, Microsoft, Dublin, Ireland   2019 to 2020

Actively participated in various open-source projects, accomplished 99.99% service level agreements, and increased corporate security by working with onsite Red- and Blue team in Redmond. Planned and organised meetups for the Microsoft Ireland Open-Source Club.

- Re-designed the project management process through agile methodologies and drove a cultural change to implement modern SRE methods.

- Shifted the development environment towards state-of-the-art tooling, like Git, Azure DevOps, and Jupyter Notebooks.

- Improved the service reliability by coordinating with various teams across multiple business units.

- Directed the development and integration of multiple internal tools, resulting in enhancing the efficiency of on-call engineers and mitigating incidents and outages.

- On-boarded a new SRE team in China for executing "follow the sun" schedule by implementing proven SRE processes and delivering exceptional on-site training.

Software Engineer, **Network Security**, Sophos, Karlsruhe, Germany   2017 to 2018

Oversaw the designing phase of a new authentication, authorization, and accounting service, while using a microservice-based approach to increase the scalability and maintenance of code.

- Played a vital role in the development of "Synchronised Application Classification Engine" product.

- Conducted unit-tests with high branch coverage, improved the integration test suite for speeding up the release cycles, replaced the IPsec library used in firewall appliances, and made major contributions in open-source community platforms.

- Led the design and development of a new single sign on service on the firewall for integrating user-based policies on chrome books without the need of captive portals.

Software Engineer - EDI Process Integration, MARKANT Handels and Service GmbH, Germany   2015 to 2016

Created new real time file conversions to convert complex message types for B2B communication. Provided phenomenal training to apprentices on software architecture, clean code, and common design patterns and encouraged staff to enhance workflow efficiency.

- Migrated from CVS to GIT during project development, a major version upgrade for the IDE and developed continuous integration pipeline to modernise departments development infrastructure.

- Improved response times during incidents in a time-critical trading system by using real-time monitoring.

- Evaluated various unit testing frameworks and refactored legacy code to enable unit testing in the existing product code.

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Apprenticeships

Junior Software Engineer, Streit Datentechnik GmbH, Haslach im Kinzigtal, Germany   2012 to 2015

Designed and implemented monitoring services and improved the reliability of company's network and build infrastructure.

- Extended existing UI controls to match modern UI standards and implemented new UI controls to improve customer experience.
- Wrote a disassembler for reading dependencies from Windows-PE and C# executables.
- Gained invaluable knowledge regarding MS Visual C++, C# .NET, MS T-SQL, MFC, and Win32-API.

Professional Associations

(Founding) Member of the Board, Open Infrastructure e. V., 2020 to Present

Head of Network Operations, GPN18/19, Entropia e. V. - CCC Karlsruhe, Karlsruhe, Germany, 2018 to 2019

Member of the Chaos Computer Club (CCC)

Education

Software Engineering, 2015 **|** Gewerblich-Technische Schulen Offenburg, Offenburg im Kinzigtal, Germany

Realschule, 2012 **|** Realschule Schramberg, Schramberg, Germany

Language Proficiencies

German (Native) **|** English (Proficient)

Technical Skills

Operating Systems / Orchestration / Configuration Management / Infrastructure as Code: Linux, Kubernetes, Docker, Ansible, Terraform | **Network Technologies**: IPv6, Routing, Firewall, Network Security, BGP, Arista EOS | **Programming Languages**: GoLang, Python, C++, C, Bash | **Utility Tooling**: Git, GitLab (CI), GitHub (Actions), Azure DevOps, Jupyter Notebooks