

Pierre Carrier

How can I help?

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Experience

- 2018 – 2021 **Director**, *pcarrier.ca Software Inc.*, Toronto, Ontario.
Consulting services.
- 2015 – 2021 **Principal Engineer**, *Apollo GraphQL (Meteor Development Group)*, San Francisco, California.
Product, architecture, technical design (backends, interfaces, protocols), feature & maintenance work for all of MDG's commercial services: Galaxy, Apollo Optics, Apollo Engine, Apollo Graph Manager, Apollo Studio. Scalable time series datastore for rich datatypes including latency histograms.
- 2014 – 2015 **Sr. Software Engineer**, *Twitter*, San Francisco, California.
Involved in Twitter's main distributed storage solution, tooling including self-service UI, cluster topology management, B-tree backend to Twitter's main low-latency distributed store, Manhattan. Lead on a continuous integration and distributed execution framework.
- 2013 – 2014 **Site Reliability Engineer**, *Airbnb*, Berlin, Germany & San Francisco, California.
Core contributor to the platform management & maintenance tooling, service deployment, configuration & monitoring infrastructure. Rewrote large parts of the event logging infrastructure, bringing significant performance and reliability improvements.
- 2011 – 2013 **Service Reliability Engineer**, *Spotify*, Stockholm, Sweden.
– Project work around infrastructure provisioning, automation, monitoring.
– Day-to-day handling of the production environment (including some fire-fighting).
– Close interaction loops with our development, QA and architecture teams.
– Multiple contributions to open source projects, including Spotify original releases.
- 2010 – 2011 **Technical Support Engineer**, *Red Hat*, Farnborough, UK.
Level 2 enterprise vendor support involving:
– Advanced troubleshooting and resolution of critical issues on production environments;
– Customer communication ownership along the complete support process;
– Delivery of action plans, technical analysis and procedures, test packages, scripts;
– Cooperation with third-party vendors, software engineering, Quality Assurance, Product Management and Support Relationship Managers;
– Handling escalations from L2 engineers on key technologies, including Microsoft Windows interoperability;
– Intensive use of gdb for both live and postmortem debugging; strace & SystemTap for remote troubleshooting & low-level observation, tcpdump, wireshark & snoop on complex network environments. crash for kernel performance issues & crashes.
High focus on customer satisfaction, setting and delivering on expectations, (re)building trust with the support organisation. Discovered world-class enterprise environments by providing services to a number of Fortune 500 companies.
- 2008 – 2009 **Independent IT Consultant**, *snibbits*, Grenoble, France.
IT services aimed at small local businesses; website and intranet tools development, deployment & support; Linux web, mail & SQL servers administration. Acquired interpersonal skills, including collaboration in a diverse team including marketing & customer care.
- 2007 – 2008 **Service Desk Analyst**, *Grenoble Universités*, Grenoble, France.
Tier 1 consumer support; installation and administration of students and teachers personal computers, including Mac OS X, Linux & Windows desktop environments; hardware interventions; web-based tracking system development. Discovered general public approach to IT.

Internships

- 2009 Q3 **“PLM Meta-Model Memory Use Optimization”**, 3DS, Paris, France, 4 months.
C++ modules development for the CATIA, 3DVIA, Delmia, Simulia products; Lua scripting facilities integration; web-based debugging and profiling reports analysis tool conception; algorithms on advanced data structures.
- 2007 Q3 **“Automated Imperative Programs Proving”**, VERIMAG, Grenoble, France, 3 months.
- 2006 Q3 **“Group-oriented Cryptography”**, VERIMAG, Grenoble, France, 2 months.

Peripheral Activities

- 2010 – now **Package collection maintainer**, *Fedora*.
Packages creation and maintenance.
- 2008 – 2010 **Developer**, *Arch Linux*.
Packages creation and maintenance; bugfixes; system scripts & package manager development; community support. Started contributing in 2008/5, as a Trusted User.
- 2008 – 2010 **VP**, *Université Joseph Fourier*, Grenoble, France.
Project planning, in interaction with administrative services and political partners; subventions repartition amongst campus organizations; PR & Internal Communication.

Education

- 2005 – 2009 **Licence in Comp. Sci. & Applied Mathematics**, *Université Joseph Fourier*, Grenoble, France.
Equivalent to BSc; last year specialized in Business Informatics. Law, HR, Finance & Accountancy courses.
- 2005 **Baccalauréat in Science**, *Lycée Champollion*, Grenoble.
Equivalent to A Levels; specialized in Mathematics.

Certifications & Trainings

- 2010 **Directory Services and Authentication Certificate of Expertise**, *Red Hat, Inc.*.
April 1, 2011; #805010010847508.
- 2010 **Red Hat Certified Virtualization Administrator**, *Red Hat, Inc.*.
Red Hat Enterprise Virtualization 2.1; August 21, 2010; #502010723600697.
- 2010 **Red Hat Certified Engineer**, *Red Hat, Inc.*.
Red Hat Enterprise Linux 5; March 5, 2010; #805010010847508.
- 2010 **Presentation Skills**, *Masterclass*.
June 8, 2010; programme by Brad Solomon.
- 2010 **IPv6 Certified Administrator**, *Hurricane Electric*.

Languages

- Native French
Proficient English
Terrible Spanish