Brian Pitts

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**WORK
EXPERIENCE**

⬦ **Staff Site Reliability Engineer**, SurveyMonkey (9/2021-present)

My team's mission was supporting the eight development teams responsible for the core SurveyMonkey product. I served as the team's technical lead and helped my manager define our approaches and drive execution. Some of the initiatives I played a major role in are

- Led an effort to break our services' dependencies on a legacy compute platform so they can be run on Kubernetes, which offers increased reliability and scalability.
- Guided a development team through the technical and organizational hurdles of moving data from our monolithic SQL database to DynamoDB and Elasticsearch. This new architecture enabled new survey analysis features and faster performance.
- Partnered with our Engingeering Productivity team to build a proof of concept and proposal for extending our CI pipelines to include automated deployment.
- Collaborated with our Infrastructure teams on the design of a new AWS architecture that empowers development teams to manage their own cloud resources.

⬦ **SRE & Manager**, Mozilla (12/2020-9/2021)

I took a mixed SRE and management role in a newly-formed team. As an SRE I supported over 30 services, including mozilla.org and MDN, primarily running on Kubernetes in AWS. As a manager I lead hiring, built out my team's practices and roadmap, and coached my team members.

⬦ **Staff SRE**, Mozilla (3/2019-12/2020)
Senior SRE, Mozilla (1/2018-2/2019)

I was part of a global team responsible for the many services used to create Firefox and support its hundreds of millions of users. I served as primary SRE for 6 services, working closely with their developers to handle their infrastructure needs. Additionally, I focused on several areas:

Product Initiatives:

- Paired with a developer to write and launch a PoC backend for improving affiliate tracking on Firefox's New Tab page. This experiment validated a potential multimillion dollar revenue opportunity that was further developed.
- Scaled our push notification system to handle every active Firefox user maintaining a connection. This unlocked the ability for other services to push notifications of changes rather than relying on periodic polling from clients. I helped rearchitect two of those, our experimentation and remote settings systems, to handle the new traffic patterns this caused.

Service Onboarding:

- Migrated Firefox's crash reporting, internationalization, and CI services to run on our standard platforms with CI/CD and IaC.
- Maintained our developer guidelines and sample code & CI pipelines for new services.
- Advised development teams on meeting our production standards.
- Guided launches of new services, coordinating engineering, product, and security teams.
- Helped develop new approaches and tools for running services in Kubernetes on GCP.

Monitoring:

· Lead cross-department effort to select and migrate to a new monitoring platform, consolidating tools and reducing vendor costs by 75%.

· Created reporting on service availability and on-call workload to help management evaluate service and team health.

Costs:

· Lead authoring of a cost optimization guide for AWS as part of an initiative that reduced AWS spend by 40%.

· Collaborated with security and data teams to build a system for per-service cost tracking.

· Lead the implementation of automatic auditing of cloud resources to enforce cost and reliability standards.

Team Improvements:

· Championed a proposal process and weekly check-ins to increase project success rate.

· Mentored more junior SREs, helping them grow technically and improve soft skills.

· Collaborated with my manager and HR to revamp our hiring process and hire 2 senior SREs.

◇ **Senior Systems Engineer**, Eventbrite (5/2016-1/2018)
Systems Engineer, Eventbrite (2/2015-5/2016)
I was part of a small team responsible for the complex infrastructure of one of the world's largest ticketing platforms. I assisted developers in designing and deploying new products and features while maintaining stability and capacity to handle traffic for high-demand events. Representative projects included:

· Partnered with Platform team in design and launch of new approach to SOA.

· Helped plan our VPC architecture, adapt our tooling for it, and migrate instances to it.

· Migrated an acquisition's venue management product to Eventbrite's infrastructure.

· Evaluated APM products and lead adoption of Datadog.

· Contributed to internal libraries and tools for instrumentation, builds, dev environments, monitoring, provisioning, etc.

· Partnered with teams introducing new technologies to make them production-ready.

· Facilitated biweekly company-wide Ops Q&A sessions.

◇ **Web Operations Engineer**, Lonely Planet (2014-2015)

◇ **Systems Administrator**, University of Missouri (2013-2014)

◇ **Systems Engineer**, Voxeo Labs (2012-2013)

◇ **Associate Systems Administrator**, VEupathdb Bioinformatics Resource Center (2009-2012)

COMMUNITY
INVOLVEMENT

◇ **Organizer**, DevOpsDays Nashville

◇ **Speaker**, LISA, DevOpsDays, PyTennesse, PyOhio, Local meetups

◇ **Github**, `https://github.com/sciurus/`

◇ **Blog**, `https://www.polibyte.com`

EDUCATION

◇ **University of Georgia**, Athens, GA
M.A. in Political Science, May 2010
Master's Thesis: *Understanding Googlearchy*

◇ **Emory University**, Atlanta, GA
B.A. in Political Science, May 2007
Minor: Computer Science

TECHNOLOGIES

◇ AWS, GCP, Docker, Kubernetes, Python, Bash, Linux, Ansible, Elasticsearch, Grafana, Haproxy, Kafka, Memcached, MySQL, Nginx, PostgreSQL, Puppet, RabbitMQ, Redis, Terraform, Varnish