

Euan Reid

Swiss army knife software engineer. Expert in cloud, serverless, Python, standards-compliant APIs, SQL, data, and infosec; proficient in many more things.

Career

Contract Engineer @ **Plaido**

Feb 2024 - Mar 2024

- Technical roadmap definition in collaboration with company founders
- Strategic decision making regarding frameworks and tooling
- Defined code style and selecting technical standards for project
- Created continuous deployment pipeline
- Defined, wrote, debugged, and deployed:
 - Authentication system
 - State management system
 - User-facing Project History feature
 - User-provided context inputs
 - User selection of preferred outputs
 - Parallelisation of tasks
 - User feedback system feeding directly to team
 - End-to-end ability to show meaningful warnings and errors to users
 - Comprehensive distributed tracing of performance and metrics using Datadog and Sentry, providing complete end-to-end visibility of system health, monitoring, and alerting
- Refactored PoC data transferral to native Websockets, drastically improving performance and reliability and creating standard compliance
- Migrated entire application between cloud providers

Senior Programmer @ **Phoenix Labs**

Feb 2017 - Dec 2023

- Defined, wrote, deployed, and maintained:
 - Cross-platform backend systems, both cross-game and game-specific
 - Autoscaling, self-healing game server infrastructure in multiple cloud providers, both as VMs and containers; and as an offline setup for PAX
 - Metric, log, and trace collection, collation, and visualisation for backend services and game servers
 - Several iterations of data pipeline for telemetry ingestion and processing
- Primary technical contact within company for strategic cloud provider
- Defined corporate policy and ensured compliance for Information Security and Data Privacy
- Defined and enforced coding styles and standards for backend systems
- Led strike team building data visualisation tools for both individual consumption and wall display of KPIs
- End-to-end ownership of email systems and cross-game social systems
- Co-led team developing core components of Dauntless Reforged's Hunting Grounds feature, responsible for triage and work breakdown
- Product ownership and team lead for building the Trials rework feature
- Provided both structured and informal mentorship on software engineering, Data Privacy, and Information Security; including as designated trainer on PII responsibilities for all HR and finance hires
- Sat as the employee co-chair for the Joint Health and Safety Committee
- Engaged with players in Reddit Q&As plus informally via social media

Technologies used: Python, Java, FastAPI, Flask, Spring, Spanner, MySQL, BigTable, Redis, Rabbit, Cloud Pub/Sub, Cloud Run, Kubernetes, VMs (EC2, GCE, VMWare), Docker, OpenTelemetry, Datadog, Honeycomb, Cloud Trace, Fluentd, Filebeat, Elastic, Splunk, Cloud Logging, Prometheus, Metricbeat, Grafana, Graphite, OpenTSDB, InfluxDB, Terraform, Packer, Dataflow/Beam, Airflow, BigQuery, Plotly Dash

DevOps Lead @ [Cloudreach](#)

Apr 2016 - Feb 2017

- Mentored DevOps Engineers
- Senior technical escalation point for DevOps
- Promoted a DevOps mindset with colleagues and clients
- Assisted leadership in planning strategy
- Took point on certain high-value internal and external projects
- Featured on company blog in [widely-cited article](#) about AWS Sentinel (now Managed Services)

DevOps Engineer @ [Cloudreach](#)

Jun 2014 - Apr 2016

- Supported customers across industries with AWS and Google Apps in line with ITIL standards
- Prepared and delivered monthly and quarterly service reviews for and to customer stakeholders
- Analysed infrastructure performance metrics, providing recommendations to enhance service
- Onboarded new customers to Cloudreach's monitoring and support platform

Other Experience

Convention Director @ [Compulsion](#)

Apr 2013 - Apr 2016

Overall responsibility for organising and hosting Scotland's oldest, then-largest gaming convention

Education

BSc Software Engineering @ [The University of Edinburgh](#)

2009 - 2014

AWS Associate Solutions Architect

Oct 2014 - Oct 2018

AWS Associate SysOps Administrator

Dec 2014 - Dec 2016

AWS Associate Developer

Mar 2015 - Mar 2017

Google Apps Certified Deployment Specialist

Dec 2014 - Dec 2016

Splunk Certified Sales Rep

Sept 2016 - Sept 2019