# 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](https://www.plaido.ai)

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 heath, 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](https://phxlabs.ca)

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](https://www.cloudreach.com)

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](https://web.archive.org/web/20180522205447/https://blog.cloudreach.com/aws-managed-services-how-will-it-affect-the-market) about AWS Sentinel (now Managed Services)

## DevOps Engineer @ [Cloudreach](https://www.cloudreach.com)

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 @ [Conpulsion](https://conpulsion.org)

Apr 2013 - Apr 2016

Overall responsiblity for organising and hosting Scotland’s oldest, then-largest gaming convention

# Education

## BSc Software Engineering @ [The University of Edinburgh](https://www.ed.ac.uk)

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