

# GAVIN REYNOLDS

Glasgow, Scotland

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## 👤 SUMMARY

I am an empathetic, skilled, and capable engineer who is passionate about technology, the DevOps movement, and improving the lives of IT professionals through software automation. I thrive in fast-paced, rewarding environments where I can deliver impactful results and transformative change. I am a technologist and problem solver with experience implementing solutions, partnering with sales, product, engineering, customer success and customers.

Specialities: building relationships and problem-solving; IT Operations & Professional Services delivery; process automation; Linux, Windows & Mac systems administration; Ruby, Python, JavaScript & Go development; scripting, tooling and integration development; infrastructure and compliance as code including Hashicorp's & Chef's solutions; DevSecOps in AWS, Azure, GCP & on-premise; Jenkins, GitLab & Azure DevOps CI/CD; VMware & Xen virtualization; networking; monitoring platforms including Datadog, New Relic, Zabbix, Icinga and Nagios; ITSM tools including ServiceNow and JIRA.

## 📁 EXPERIENCE



### Principal Professional Services Consultant

PagerDuty

April 2022 - Present

Promoted to Principal Professional Services Consultant, effective April 2022.



### Senior Professional Services Consultant

PagerDuty

January 2021 - March 2022

First Professional Services Consultant hire in the EMEA region at PagerDuty. Focused on enabling customers effectively leverage the PagerDuty Operations Cloud platform to achieve their business goals, as well as developing the process and technologies to deliver amazing customer experiences.

Helped establish methodologies and repeatable processes to deliver successful implementations. Partnered with key customers to solve the challenges associated with real-time, unpredictable, mission-critical work.

Played the part of project manager, architect, consultant, technical account manager, product expert, leader, evangelist, and mentor, with a relentless commitment to championing the customer. Widely recognised across EMEA teams and the Professional Services team for experience, knowledge, excellent customer engagement and teamwork in helping others.

Onboarded and mentored colleagues. Contributed to many global Professional Services & Customer Success Group initiatives and more broadly, supported the Customer Success Group leadership in EMEA.



### Senior Professional Services Engineering Consultant

CHEF Software

January 2020 - December 2020

First dedicated Professional Services Engineering Consultant in the EMEA region at Chef. Evangelized adopting DevOps practices and culture, enabling customers' to be successful with Chef's solutions. Responsible for project management, delivering projects, and driving customers adoption of Chef solutions & DevOps practices, enabling transformation to higher velocity IT. Highly experienced DevSecOps practitioner building and evangelizing infrastructure, compliance, and application automation solutions.

Completed on-site and remote projects with a varied selection of EMEA customers large & small, in very diverse industries including financial services, enterprise software, MSPs, manufacturing, transport, government, and pharmaceuticals. Engagements included implementations, migrations, consultations, and training; implemented solutions in a wide range of customers' environments integrating into related platforms, technology, and processes.

Chef was acquired by Progress Software in October 2020.



## **Customer Success Engineer** **Chef Software**

January 2018 - December 2019 (2 years)

Developed trusted advisor relationships based on cultural, professional & technical depth in all things Chef and DevOps. Worked with assigned Enterprise customers to help drive their love of Chef, train, and develop patterns of success to continually drive incremental value and return of their investment in Chef.

Took proactive ownership in identifying and recommending product improvements based on customer's key data points and advocating improvements within Chef. Worked with engineering, consulting, solutions architects, support and training teams to help customers become fast, efficient, and innovative software-driven organizations.



## **IT Manager** **Glasgow University Students' Representative Council**

November 2007 - December 2017 (10 years, 2 months)

Responsible for IT service delivery in support of GUSRC's strategic priorities and objectives, working in collaboration with all stakeholders. Additionally, responsible for process improvement and transformation. Extensive use of Linux and open-source software stacks. Infrastructure, systems administration, and networking; web application development; CI/CD; process automation. Managed Windows/macOS desktop & collaboration services, as well as mobile device management. Delivered induction & training as well as mentoring of junior technical staff and student media volunteer technical team members. (Salaried from May 2012. Contractor from November 2007.)

## **EDUCATION**



### **High Performance Computing, MSc (2009 - 2010)** **University of Edinburgh**

Thesis: Different methods of fast polynomial evaluation (C, Fortran, OpenMP, MPI)



### **Civil Engineering, BEng (2005 - 2009)** **University of Glasgow**

Thesis: Genetic Optimisation of Structural Systems (MATLAB)