

GAVIN REYNOLDS

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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. Looking for new opportunities and challenges to continue my personal growth.

Specialities: building relationships and problem-solving; Linux, Windows & Mac systems administration; Ruby; infrastructure and compliance as code including Chef's & Hashicorp's solutions; DevSecOps in AWS, Azure, GCP & on-premise; Jenkins, GitLab & Azure DevOps CI/CD; VMware & Xen/KVM virtualization; storage and networking, including software-defined.

🏢 EXPERIENCE

Senior Engineering Consultant Chef Software

January 2020 - Present

First dedicated Professional Services Engineering Consultant in the EMEA region. 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.

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

May 2012 - December 2019 (5 years, 8 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)