

# DAVE WILLIAMS

Systems administrator

+447432104037

https://linkedin.com/in/dcwilliams

@ syn@syn.as

United Kingdom



## EXPERIENCE

### Head of Infrastructure

#### Feeld

2019 - 2023 Remote

- Led global ops infrastructure team. Spearheaded modernization, including infra-as-code and GitOps.
- Hired, developed, and managed a new cross-functional team, improving overall company performance and capability.
- Executed comprehensive project and budget management, leading to streamlined processes and cost savings.
- Standardized logging and OpenTelemetry with developers, cutting entire cloud spend by 50%.
- Further reduced monthly expenditure by bringing Redis and Postgres services in-house and applying serverless technologies to simplify infrastructure.
- Developed and implemented a bespoke incident management platform with automated remediation and run books, enhancing operational efficiency.
- Secured and optimized developer access by implementing SD-WAN and building tools for OpenTelemetry and service mesh support.

### MOC Engineer

#### Mozilla

2016 - 2017 Remote

- Management of the full Mozilla infrastructure.
- On-call responsibilities.
- Communication and collaboration with diverse teams.
- "I don't know who I should talk to about this, but" queries.
- Began development of in-house operations intelligence software.

### Production Engineer

#### Facebook

2013 - 2014 San francisco

- Planning, deployment, and management of storage systems.
- Massive-scale Linux administration and tool set development.
- On-call responsibilities.
- Commissioned new datacentre location in Malmö.
- Performed initial data seeding, ongoing replication, and integration into global multi-tier storage infrastructure.

### Systems Administrator

#### Six Degrees Group (ex-Ultraspeed)

2009 - 2013 London

- Part of a small team running a large hosting estate.
- Linux and Windows instance.
- VMware virtualisation.
- Datacentre work, on-call duties, direct contact with customers.
- Threat management and attack surface reduction.
- Design, implementation, and ongoing ownership of backup product.

## EDUCATION

### Computer Science, B.Sc.

#### University of Kent

2003 - 2007 Canterbury, United Kingdom

## SUMMARY

Experienced infrastructure engineer specialising in Kubernetes and cloud platforms, with a proven track record in team leadership, automation, and cost-effective system optimisation.

## KEY ACHIEVEMENTS



### Cost Reduction Initiatives

Reduced monthly spend by over 75% at Feeld by leading optimisation initiatives.



### Incident Automation Success

Automated possible incident responses, decreasing downtime by over 40%.



### Project Leadership Excellence

Led team to complete 3 major infrastructure projects on time and under budget.



### SD-WAN Implementation

Implemented a SD-WAN, reducing developer tickets to arrange access by over 90%.

## TRAINING / COURSES

### ITIL Certification

### Red Hat Certified Engineer

## SKILLS

AWS

Amazon Web Services

GCP

Google Cloud Platform

Docker

Kubernetes

Linkerd

Containers

Linux

Ruby

Python

Rust

## FIND ME ONLINE



### Web

https://syn.horse/



### GitHub

https://github.com/synmux