Pierre Carrier

How can I help?

Grenoble, France
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https://pcarrier.com

──────── ## Experience

2018 – now — **Director**, *pcarrier.ca Software Inc.*, Toronto, Ontario & Grenoble, France
Consulting services.

2015 – 2024 — **Principal Engineer**, *Apollo Graph (Meteor Development Group)*, San Francisco, California & Toronto, Ontario & Grenoble, France
Product, architecture, technical design (backends, interfaces, protocols), feature & maintenance work for all of MDG's commercial services: Galaxy, Apollo Optics, Apollo Engine, Apollo Graph Manager, Apollo Studio. Scalable time series datastore for rich datatypes including latency histograms. Multi-cloud configuration delivery network. Mentorship & technical leadership on many projects.

2014 – 2015 — **Sr. Software Engineer**, *Twitter*, San Francisco, California
Involved in Twitter's main distributed storage solution, tooling including self-service UI, cluster topology management, B-tree backend to Twitter's main low-latency distributed store, Manhattan. Lead on a continuous integration and distributed execution framework.

2013 – 2014 — **Site Reliability Engineer**, *Airbnb*, Berlin, Germany & San Francisco, California
Core contributor to the platform management & maintenance tooling, service deployment, configuration & monitoring infrastructure. Rewrote large parts of the event logging infrastructure, bringing significant performance and reliablity improvements.

2011 – 2013 — **Service Reliability Engineer**, *Spotify*, Stockholm, Sweden
— Project work around infrastructure provisioning, automation, monitoring.
— Day-to-day handling of the production environment (including some fire-fighting).
— Close interaction loops with our development, QA and architecture teams.
— Multiple contributions to open source projects, including Spotify original releases.

2010 – 2011 — **Technical Support Engineer**, *Red Hat*, Farnborough, UK
Level 2 enterprise vendor support involving:
— Advanced troubleshooting and resolution of critical issues on production environments;
— Customer communication ownership along the complete support process;
— Delivery of action plans, technical analysis and procedures, test packages, scripts;
— Cooperation with third-party vendors, software engineering, Quality Assurance, Product Management and Support Relationship Managers;
— Handling escalations from L2 engineers on key technologies, including Microsoft Windows interoperability;
— Intensive use of gdb for both live and postmortem debugging; strace & SystemTap for remote troubleshooting & low-level observation, tcpdump, wireshark & snoop on complex network environments. crash for kernel performance issues & crashes.
High focus on customer satisfaction, setting and delivering on expectations, (re)building trust with the support organisation. Discovered world-class enterprise environments by providing services to a number of Fortune 500 companies.

2008 – 2009 — **Independent IT Consultant**, *snibbits*, Grenoble, France
IT services aimed at small local businesses; website and intranet tools development, deployment & support; Linux web, mail & SQL servers administration. Acquired interpersonal skills, including collaboration in a diverse team including marketing & customer care.

2007 – 2008 — **Service Desk Analyst**, *Grenoble Universités*, Grenoble, France
Tier 1 consumer support; installation and administration of students and teachers personal computers, including Mac OS X, Linux & Windows desktop environments; hardware interventions; web-based tracking system development. Discovered general public approach to IT.

Internships

2009 Q3 **"PLM Meta-Model Memory Use Optimization"**, *3DS*, Paris, France, 4 months
C++ modules development for the CATIA, 3DVIA, Delmia, Simulia products; Lua scripting facilities integration; web-based debugging and profiling reports analysis tool conception; algorithms on advanced data structures.

2007 Q3 **"Automated Imperative Programs Proving"**, *VERIMAG*, Grenoble, France, 3 months

2006 Q3 **"Group-oriented Cryptography"**, *VERIMAG*, Grenoble, France, 2 months

Peripheral Activities

2010 – 2013 **Package collection maintainer**, *Fedora*
Packages creation and maintenance.

2008 – 2010 **Developer**, *Arch Linux*
Packages creation and maintenance; bugfixes; system scripts & package manager development; community support. Started contributing in 2008/5, as a Trusted User.

2008 – 2010 **VP**, *Université Joseph Fourier*, Grenoble, France
Project planning, in interaction with administrative services and political partners; subventions repartition amongst campus organizations; PR & Internal Communication.

━━━ Education

2005 – 2009 **Licence in Comp. Sci. & Applied Mathematics**, *Université Joseph Fourier*, Grenoble, France
Equivalent to BSc; last year specialized in Business Informatics. Law, HR, Finance & Accounting courses.

2005 **Baccalauréat in Science**, *Lycée Champollion*, Grenoble
Equivalent to A Levels; specialized in Mathematics.

━━━ Certifications & Trainings

2010 **Directory Services and Authentication Certificate of Expertise**, *Red Hat, Inc.*
April 1, 2011; #805010010847508.

2010 **Red Hat Certified Virtualization Administrator**, *Red Hat, Inc.*
Red Hat Enterprise Virtualization 2.1; August 21, 2010; #502010723600697.

2010 **Red Hat Certified Engineer**, *Red Hat, Inc.*
Red Hat Enterprise Linux 5; March 5, 2010; #805010010847508.

2010 **KCS II**, *Red Hat, Inc.*
Knowledge-Centered Support. Internal collaboration through knowledge articles, later published in the Knowledge Base.

2010 **Presentation Skills**, *Masterclass*
June 8, 2010; programme by Brad Solomon.

2010 **IPv6 Certified Administrator**, *Hurricane Electric*

━━━ Languages

Native	French
Fluent	English
Terrible	Spanish