

# Curriculum Vitae for Matt Brown

Site Reliability Engineer

## Personal Data

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**Full Name:** Matthew Brown

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**GPG Key** A48F065A

## Career Objectives

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- Lead high-performing teams in the development and operation of large-scale distributed systems
- Create technology delivering a net positive contribution to the well-being of my community and the wider world
- Be well respected for my technical expertise and personality by friends and colleagues
- Continually improve and sharpen my leadership and technical abilities

## Key Abilities

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- Design, implementation and operation of high reliability global scale distributed/Internet systems
- Technical and organisational leadership of high-performing teams
- Extensive experience with networking protocols and systems (e.g. TCP/IP, Internet Routing, HTTP, DNS)
- Deep Linux systems knowledge and operational experience
- Proficient in C/C++ and Python; working knowledge of Java, Ruby and Go

## Personal Profile

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I am an experienced technology leader with a history of operating and improving some of the largest Internet sites and infrastructure ever to have existed. My personal fulfillment at work comes from creating or delivering products that solve problems for users, and in growing and sustaining people and teams to do this on a larger scale than I can achieve independently.

I am highly self motivated and enjoy working in a fast-paced entrepreneurial business environment. I have excellent critical thinking, planning and problem solving abilities and I enjoy working through challenging problems to reach an appropriate solution. I learn quickly, work well in stressful situations and have no problem working to deadlines.

I am a fluent communicator in both written and verbal forms, am comfortable with public speaking and I enjoy using these skills to bridge business or societal problems into the technical space. I'm naturally drawn to leadership roles and have developed expertise in mentoring, group facilitation and conflict resolution which enable me to deliver results even in challenging and difficult interpersonal situations.

## Professional Experience

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July 2016 - Present : **Global Tech Lead, Customer Reliability Engineering**  
Google

I am one of 3 founding members of Google's Customer Reliability Engineering (CRE) team and have been deeply involved in all aspects of creating the team. Gartner recognised CRE as one of the 3 key strengths leading to Google moving into the leaders segment of their Cloud Magic Quadrant in May 2018.

As Tech Lead, my responsibility is to ensure major Google Cloud customers achieve their reliability goals and to develop and drive a technical roadmap which enables as many other customers as possible to also benefit from Google's accumulated SRE knowledge and practices. I lead a range of activities to accomplish these goals - starting from delivery of detailed technical reviews on customer applications, encompassing leadership mentoring on how to transform traditional operations functions into high performing SRE teams, and also including public advocacy work such as speaking and publishing on SRE best practices, as well as many other specialised activities as needed to serve customer needs.

I perform this role remotely from Cambridge NZ, working with customers around the globe. Despite the distance, I've played a key role in building CRE into a global team of 20+ people across Silicon Valley, New York and London.

May 2012 - June 2016 : **Site Reliability Engineering Tech Lead/Manager**  
Google, London, UK

I took on a management role and led the move of Traffic SRE to London with 3 colleagues initially reporting to me. From this base, I was responsible for growing the team back to full-strength following the move, and in subsequent years managing significant further growth of the team up to 40 people as the product space and infrastructure we managed expanded with Google's growth and move into the public cloud market.

In the latter half of this period, I also had responsibility for the SRE teams responsible for the Google App Engine and Compute Engine products. Combined with the Traffic SRE teams, this resulted in a peak of 70 reports (most indirect) across 8 distinct teams before I left the role to return to NZ. I gained significant management experience at both the individual/team and organisational level during these 4 years.

In addition to the management side of my role, I continued to be a key technical leader and influencer of the technical direction for Google's frontend networking infrastructure and cloud products through this time.

I was promoted twice during this period to recognise my ongoing success and growing scope of influence in the technical and leadership aspects of my role, achieving the L7/Senior Staff title.

Apr 2007 - Apr 2012 : **Senior Site Reliability Engineer**  
Google, Dublin, Ireland

For the first 3 of these years I worked on Google's corporate infrastructure, initially as an individual contributor but rapidly moving into technical leadership roles with responsibility for inventory management and tracking of Google's corporate hardware and server fleet.

In 2010, missing networks, I transferred to the SRE team (Traffic SRE) responsible for managing all of Google's frontend software infrastructure (HTTP proxies, DNS, network/software load balancing). I participated in the operation and development of this vast and critical set of services, becoming the owner and Tech Lead for the core DNS services and latency mapping infrastructure responsible for getting users around the globe to Google as quickly as possible.

I was promoted twice during these 5 years to recognise the increasing depth and complexity of the problems my work addressed, achieving the L5/Senior title.

Oct 2004 - Mar 2007 : **Network Administrator**  
WAND Network Research Group, University of Waikato, Hamilton, New Zealand

My key responsibility in this role was day to day operation of several community networks with over one hundred 802.11 wireless repeaters and end-clients. I accomplished this by leading the design and development of a configuration system and associated system infrastructure. This system automated common network administration tasks and allowed the day to day operation of the network to be handled by community volunteers.

Oct 2004 - Jan 2006 : **Research Analyst - 50% role concurrent with above position**  
Harmonic Limited (was Medialab), Wellington, New Zealand

For the duration of this employment 50% of my time was contracted to The University of Waikato in the role described above. In this position I designed and undertook network measurement projects under contract for the CTO of a leading New Zealand telecommunications company. My responsibilities also included preparing submissions and leading the company's involvement in industry regulation activities with the Commerce Commission. This role allowed me to further develop my project management skills and gave me valuable experience in the modern telecommunications environment.

Nov 2001 - Sep 2004 : **Student Research Assistant**  
WAND Network Research Group, University of Waikato, Hamilton, New Zealand

During my studies I was employed part time by a wireless research project (CRCnet). In this role I was the primary administrator of the CRCnet wireless networks, both in the Waikato region and in other areas of the country. My competence and ability to work as part of a team in this job lead to permanent employment with the group when I completed my degree.

2001 - 2004 : **Software Development Consulting**  
Holistic Information Services Ltd.

I completed several contracts for Holistic Information Services Ltd working as part of a team during software migration projects for large New Zealand energy companies. I was involved in the design, implementation and testing of C/C++ software integrating with the Maximo Asset Management application and Oracle databases.

## Educational Achievements

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2001 - 2004 : University of Waikato (Hamilton, New Zealand)  
Bachelor of Computing and Mathematical Sciences (First Class Honours)  
Full Academic Transcript available on request                      Recipient of two academic scholarships

1997 - 2000 : Hillcrest High School (Hamilton, New Zealand)  
Completed 6 Form Certificate and School Certificate  
Upon receipt of a scholarship I started university without completing a Bursary year.

## References

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Available on request.