Maeve Njeri Cullen

Cloud Reliability Engineer

cloud-reliability-engineer@example.test
Dublin, Ireland

Reliability results

26 to 11 overnight alerts — Monthly pages over a 90-day review. Checkout escalation still triggered in rehearsals.

74 to 39 minutes — Median recovery in six test-environment database restore drills.

19 checkout changes — Reviewed rollout validation, stopping points and rollback ownership.

Summary

Supports twelve production ticketing services. Works with Terraform, Kubernetes and Prometheus. Owns alert review, recovery exercises and release readiness, and agrees customer impact measures with Product and Support.

Skills

Platform: Terraform, Kubernetes, Prometheus

Checks: SQL service checks, SLO reviews, Restore drills

Languages

English · Swahili

Experience

2023-04 – Present **Cloud Reliability Engineer**
Larkspan Ticketing

- Replaced host-level pages with request latency and error alerts. Rehearsed failed checkouts after the change to confirm that on-call engineers would still be paged for customer-facing failures.
- Automated database restore setup and checks. Timed each test from the start of restoration until the designated service owner finished validation.
- Led incident communications during two ticket launches. Logged customer impact, restoration time and owners for follow-up actions. Reviewed public status messages with the customer-support lead before publication.
- Built a dashboard for booking, checkout and confirmation. Separated customer-facing errors from worker retries so the on-call engineer could identify faults affecting tickets and payments.
- Reviewed rollout plans with release owners before peak events. Required them to identify validation traffic, safe stopping points and which team could authorise a rollback.
- Reviewed service-level objective exceptions monthly with four teams. Compared recent errors with launch dates and staffing to agree one improvement each team could ship in its next release.

Experience (continued)

2020-09 – 2023-03 **Platform Support Engineer**
Morrowline Hosting

- Maintained release runbooks for out-of-hours changes and verified rollback steps with service owners. A handover exposed missing health checks and an unclear escalation path. Added both checks and a named contact.
- Triaged the weekly queue of hosting incidents, relayed symptoms and timelines to Customer Support and escalated recurring infrastructure faults to the platform engineer for follow-up.
- Grouped recurring customer reports by common fault and linked the related tickets. Raised an engineering request when three or more tenants reported the same failure across reporting cycles.
- Supported the quarterly recovery calendar for managed databases. Recorded setup and validation notes so each service owner could tell which drills completed on schedule and which needed a retest.

Professional training

Incident coordination practicum · Larkspan Ticketing · 2024
Internal tabletop assessment covering incident handover, executive updates and timed follow-up.

Education

2020 **BEng in Computing**
Westmere Institute of Technology

Final project monitored request latency in a small scheduling application. Compared thresholds against simulated workload changes and documented false alerts.

Projects

2025 **Peak ticketing readiness exercise**
Platform and Customer Support

Built a tabletop exercise around high demand, stale seat maps and delayed confirmations. Assigned a decision owner to each scenario and validated who could update the public incident page.