# Colin Douch

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New Zealander living and working remotely in the UK, currently a Staff SRE at DuckDuckGo. Experience designing, building and maintaining highly available, large-scale data systems, on both Linux and Windows based systems. Proven ability to grow, lead, and mentor Engineering teams to provide maximum value to their customers, both internal and external.

## Employment

- **DuckDuckGo**
  *Staff SRE* — *October 2024 - Current*
  - Led the maintenance and upgrade of DuckDuckGo's internal monitoring systems, with a team of 3 engineers, scaling the existing carbon and graphite based systems to handle 5x the existing metrics load, and introducing distributed tracing to DuckDuckGo's frontends in TypeScript to monitor customer SLIs
  - Migrated DuckDuckGo's telemetry systems to an OpenTelemetry collector, developing custom receivers, processors, and exporters in Go to interface with DuckDuckGo's existing systems
- **Cloudflare**
  *Observability Lead* — *January 2019 - September 2024*
  - Managed the technical operations of the 15 engineers of the Observability Team, mentoring engineers on systems engineering and Observability practices
  - Designed and participated in a 24x7 oncall roster, operating Cloudflare's Observability Systems, and worked with engineers in the team to refine and reduce oncall noise
  - Led the improvements of our internal Observability systems, including data pipelines that process millions of requests per second
- **Cloudflare**
  *Senior Systems Reliability Engineer* — *June 2017 - September 2024*
  - Designed Cloudflare's oncall and incident response processes, working with internal and external customers and the introduction of a postmortem process
  - Designed and implemented Cloudflare's monitoring systems, including systems and databases that have scaled up to processing tens of millions of events per second
  - Founded Cloudflare's Australian Engineering Office, and helped grow it from 2 to 20 engineers, fostering a culture of collaboration, ownership, and accountability across 4 different teams
- **Xero**
  *Site Reliability Engineer* — *November 2013 - June 2017*
  - Co-founded Xero's SRE Team, and helped grow it from 3 engineers to 10 engineers
  - Designed and implemented Xero's first formalised incident response process
  - Led efforts to migrate Xero's monitoring infrastructure from Datadog to in-house systems including Prometheus, Jaeger, and ElasticSearch
  - Participated in a 24x7 oncall roster, operating Xero's core infrastructure
- **Heaphy Mining**
  *Geologist Assistant* — *November 2010 - June 2013*
  - Assisted in the prospecting of coal and gold on the west coast of New Zealand, including the maintenance of a fleet of 6 CAT MD6200 rotary drills
  - Wrote custom firmware in C and ARM64 assembly to allow for remote monitoring with rrdtool, Nagios, and rsyslog.

## Education

- **Victoria University of Wellington**
  *Bachelor of Engineering (Hons) majoring in Network Engineering - First Class* — *2013 - 2016*
  Completed BE (Hons) in Network Engineering (First Class) while working at Xero.
- **Victoria University of Wellington**
  *Summer Research Scholarship* — *2014 - 2016*
  Worked as a researcher, investigating the use of machine learning techniques to aid software defined networks, published three papers in peer-reviewed conferences and journals

## Notable Projects

- **Project:** *'QOS'* QOS is a Linux Userspace that I've been developing in Rust in my spare time to dive deeper on Linux kernel internals.
- **Talk:** *'Dashboards and Runbooks: Scrapbooking for Engineers'* In this talk, I cover why creating dashboards and runbooks is such an attractive proposition to engineering teams, why it's so easy to fall into the specificity trap, why having these runbooks and dashboards is such an issue, and where these tools should instead fall into your incident response structure.