

David Kernan

Site Reliability Engineer

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Skills

Languages	Python, Java, JavaScript, Bash, Standard SQL, Golang
Operating Systems	Linux/UNIX, Network Architecture
Web Technologies	REST, TCP/IP, HTTP, jQuery, Closure, DNS, Enterprise Grade SMTP, ReactJS
Frameworks	Kubernetes, gRPC, Protobuf, Django, Flask, Docker
Cloud Computing Platforms	Amazon Web Services (EC2, VPC, S3, CloudFront, SQS, SNS, SES), Google Cloud, Persistent Disk, Google Workspace
Experience	Linux System Administration, Building Application Monitoring, Building SLI's, maintaining SLO's, High-Touch Tech
Miscellaneous	IntelliJ's IDE, Vim, Version Control (Git, Piper), Bazel Build System

Experience

Google

Dublin, Ireland

Site Reliability Engineer

October 2022 - PRESENT

- Site Reliability Engineer for GCP's Persistent Disk service.
- Participated in a standard SRE oncall rotation.
- Implemented and managed infrastructure to ensure high availability and performance of the Persistent Disk service.
- Developed automated tools and scripts to monitor and troubleshoot issues in the service.
- Collaborated with cross-functional teams such as development, network engineering, and security to resolve production issues and implement new features.
- Provide architectural and practical guidance with product teams.
- Conducted performance analysis and capacity planning to ensure the service was able to meet demand.
- Contributed to the development of best practices and processes for SREs across Google.
- Participated in the Community by providing Python readability approvals for Google's Code Review process.

Google

Dublin, Ireland

Technical Solutions Engineer, Google Cloud

December 2015 - October 2022

- Served as a Technical Solutions Engineer for Google Cloud from December 2015 to October 2022
- Worked within the Google Cloud Support team based in Dublin and acted as the technical expert for customers
- Built close relationships with the Gmail SRE team across EMEA and North America
- Analyzed customer data to identify areas for improvement and made recommendations to product teams
- Acted as Lead Developer for external support tooling, reducing case volume through improved self-help capabilities
- Collaborated with cross-functional teams, including product managers and developers, to address customer feedback and provide solutions
- Worked cross-functionally with Customer Success, Engineering, and Product teams to resolve customer issues
- Triaged in-product bugs, prioritized them, and implemented code-level product fixes
- Developed and maintained technical documentation and training materials for Gmail
- Participated in on-call rotations, including handling product outages and weekend escalations
- Contributed to Google's external Outage Communication Management team for global outages
- Led the technical team in Google's 1:Many Developer Support initiative.

Amazon Web Services

Dublin, Ireland

Developer Support Engineer

August 2013 - November 2015

- Started into a Graduate role performing case-work supporting SMB sized businesses, within in a Developer Support role.
- Provided technical consulting to AWS Business level customers.
- High-Touch Linux, Windows, and Networking stacks within Amazon Web Services
- Promoted into a larger role which supported Enterprise customers, whilst specializing within Cloud Storage products (CDN, Block-Storage).
- Consistently high case feedback score and frequent high case volume.

HEAnet

Dublin, Ireland

Network Engineer Intern

April 2012 - September 2012

- Worked within the Schools Network Operations Center (SchoolsNOC).
- Triaging incoming Tickets from the network clients on the Irish Schools Network
- Troubleshooting and diagnosing Network issues remotely.
- Implemented scripted automation where possible for routine tasks.
- General IT related work (Configuring and replacing office PCs)
- Visits to HEAnet's co-lo datacenter's (Which included general IT configuration and replacing failed hardware).

Dublin City University

Dublin, Ireland

Programming Tutor

September 2010 - March 2011

- Teacher's Assistant role.
- Supervised and assisted programming workshops to first year Computer Science undergraduates. corrected homework assignments.

Honors & Awards

Domestic

- 2011 **3rd Place**, ACM IrlCPC Programming Competition *Cork, Ireland*
- 2012 **Best University Event**, Dublin City University's Game Society *Dublin, Ireland*
- 2014 **AWS Certified SysOps Administrator - Associate Level**, Amazon Web Services Certifications *Dublin, Ireland*
- 2019 **Stratosphere Q2 2019**, Google Cloud Employee Recognition Award *Dublin, Ireland*

Education

Dublin City University

Bachelor of Science in Computer Applications

Dublin, Ireland

2009 - 2013