

# Pierre Carrier

*How can I help?*

Grenoble, France

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<https://pcarrier.com>

## Experience

- 2024 – now **Founding engineer**, *Twin Labs*, Paris, France  
Bring ML-powered automation for the web to market.
- 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 reliability 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 – 2010 **VP**, *Université Joseph Fourier*, Grenoble, France  
Project planning, in interaction with administrative services and political partners; grants to campus organizations; PR & Internal Communication.
- 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; 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

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### 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.

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### 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*

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### Languages

Native French  
Fluent English  
Terrible Spanish