

LUDOVIC HIRLIMANN

Email: ludovic+cv@hirlimann.net

25+ years engineering experience in multiple capacities from QA to Incident Response Lead. Open source/data advocate with Root/sysadmin/devops background

Experience

March 2022 – Now : Elastic Support Engineer II, Remote, France

Part of the Elastic support team, troubleshooting Elasticsearch, Logstash, kibana issues, on premises, on kubernetes or in Elastic's multi-cloud SAAS offering. Job is done remotely, I deal daily with tickets, phone calls and research to find solution for the customer. Managing communication between the software engineers and the customers.

- Problem solving
- Good communication skills
- Member of the High Severity Team for 2+ years dealing only with severity 1 tickets.
- Writing Knowledge base articles so customer can self serve.
- Part of the onboarding team, training new hire in the support organization

March 2020 – March 2022: 3liz – Sysadmin, Remote, France

Part of the team operating 3liz's SAAS offering. 3Liz is the editor of lizmap a web client for QGIS, it let's people publish maps online. My responsibilities included :

- Maintaining our Proxmox+Debian , ansible based platforms
- Streamlining monitoring to make alerts relevant.
- Adding tools and configuring them to better communicate/monitor.

On top of that :

- I performed professional services for entities that did not want nor could use our SAAS offering
 - did support for those installation.
- Lead some quality effort in order to level up our products quality.

Dec 2012 – October 2019: Mozilla - SRE Remote, France

Part of the global team that ensures 24x7x365 coverage. Manage incident response during the EMEA hours so we had 24x7 support at the organization and responsible for :

- Day to day backups based on DELL's netvault until that responsibility was transferred to another team and to a cloud offering. Managed the robots and disks enclosures used and the software.
- Setting up and streamlining some of the tools we used for monitoring and alerting (PagerDuty - New relics Synthetics – Pingdom – status page – email , internal communication email).
- Managing day to day Nagios adjustments and other Puppet modules used to manage our infrastructure.
- Manage communications with either the community or the company when incidents happened.

Apr 2009 – Feb 2015: Mozilla Thunderbird, QA Lead, Remote, NL, France

Responsible for the quality of Thunderbird, the mail client base on mozilla's codebase. This

requires:

- Creating and maintaining test cases.
 - Managed interactions with the teams developing tools, that are focused on Firefox
- Organize crowd testing events using the above test cases.
- Maintained and curated the bug databases. Engaged community through said bug database.
- Release testing to ensure that we would ship high end product to our 10M users.
- Contributed a small number of patches (C++, xul mostly).
- Represented/Presented mozilla messaging/Thunderbird at European events.

Aug 2006 – Jan 2009: Joost QA Lead, Leiden, NL

Joost was a startup video on the web that evolved from a client using Firefox and P2P technologies to a website using flash. I was the part of the initial team and the first person to work in the quality department:

- Designed test plans.
- Focused on the consumer aspect (client)
 - Worked with the developer team to plan and add unit tests.
- Involved in load testing using Junit.x²
- Managed our client testing (mostly manual).
- Managed reporting tools.
- We were also the initial point of feedback. Aggregated that feedback and bubbled it up until a support team took over.

Sep 1998 – Jan 2006: ITS Group S.A. Consultant, Paris, France

Monitoring and Managing, workload management expert on Computer Associates Unicenter/TNG/NSM software:

- Installing, configuring and troubleshooting; Writing documentation, training personnel to use products. Supported Unix platforms (AIX, Sun, HP), and Windows.
 - This involved hacking the install script from editor or replacing them.
 - Interacting with support, providing test case to identify fixes.
 - Wrote perl scripts to interface with Himalaya hardware, parse logs better than the product did out of the box.
 - Provided level2 and level3 support to SRE teams for clients.

Contracted short missions for Computer Associates in Ivory Coast and Morocco.

Backup consultant in the company and undertook short missions to install and troubleshoot or train clients on CA's Arcserve, IBM Tivoli Storage Manager and Veritas Netbackup.

Education

Diplôme universitaire de technologie	Strasbourg France 1998
CNAM unfinished engineering diploma	Paris France 2005

Hobbies

Photography, computers, reading, traveling, open data.

I'm the president of a non profit associations that manages the kindergarten of the city I live in. I'm thus responsible for the 8 employees working in that structure.

Portfolio

I [blog on various and technical things](#), on [wargames](#) (mostly in French) and [Mongolia](#) (again in French).

I post pictures I'm happy with on [flickr](#) and [vernissage](#), and [wikimedia](#).

I participate on the edits of [OpenStreetMap](#).

Languages

French, English

I can manage Dutch but not at a professional level

Currently learning Mongol.