

Marcus Crane

Site Reliability Engineer

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EDUCATION

Full Stack Development
Enspiral Dev Academy



Staff Platform Engineer

Lightspeed · Auckland, New Zealand

Oct 2021 - now

Part of X-Series (Retail)'s sole Platform team, overseeing a range of responsibilities: Compute (AWS ECS), Kafka, MySQL, Infrastructure (Terraform) as well as providing generalised advice to product teams for logging/metrics/tracing etc.

Refactored internal log pipeline to remove log daemon crashes during peak periods as well as migrating services from bespoke regex-based text parsing to boring structured logging.

Oversaw and coordinated initial investment of observability tooling (Datadog) from a few prototypes to ~200 microservices.

Championed a service catalog initiative, which helped to identify unowned production microservices as well as helping developers to navigate less familiar parts of the org.

Participant in our internal mentorship program, taking on a mentee from a product team.



Senior Site Reliability Engineer

Mercedes-Benz (now Daimler Truck AG) · Auckland, New Zealand

Sep 2020 - Oct 2021

Part of a global SRE team split between Germany and New Zealand.

Assisted in expanding Fleetboard's existing Kubernetes cluster for use as the default compute platform by Mercedes Trucks division.

Maintained, refactored and extended Golang-based in-house incident management tooling

Maintained internal Netbox (IPAM) deployment used for tracking IP address spacing internally. Worked with legal to open source a custom auth component.

Standard on-call duties.



Site Reliability Engineer

Xero · Auckland, New Zealand

Feb 2018 - Sep 2020

Part of a global SRE team split between Auckland (NZ), Wellington (NZ) and Denver (US)

Core member of Xero's in-house SLOs initiative. Built out internal tooling, ran upskilling workshops with product teams, facilitated review sessions etc.

Become a maintainer for Xero's in-house incident management process. Built out tooling, allowing product teams to make use of their historical incident data.

Standard on-call duties.



Contractor

April 2017 - June 2017

Liberac · Wellington, New Zealand

Briefly worked with a small fin-tech startup looking to simplify remittance between NZ and the Pacific Islands

Did some cursory research and rapid prototyping.

The concept was quickly proven to not be market viable and the founders opted to not pursue the venture any further.



Inaugural Fellow

Sep 2016 - Dec 2016

Code for Aotearoa · Wellington, New Zealand

Part of a team of two, looking to identify and solve useful issues within government as part of a 3-month pilot program.

Co-conducted a range of interviews with various government agencies to understand common roadblocks in adopting a

Co-authored a first cut at an Open Data toolkit, walking through the process of releasing data sets for public consumption.

Some elements were repurposed for an earlier version of data.govt.nz