

Phillip D. Moore

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About Me

I am an experienced principal engineer focused on large-scale production systems engineering with significant experience in all aspects of the production stack and a deep understanding of the underlying technologies modern systems are built upon. I have a solid foundation of technical expertise and leadership, including as a founding engineer at the first statewide ISP; systems engineering with web search at Yahoo; delivering large volumes of image data and user-driven content at Flickr; and founding the Edge Performance discipline and building out a worldwide network at Box.

My career is distinguished by a sense of technical ownership and an ability to build effective relationships with product partners. I specialize in building large-scale/high-throughput architectures with metrics and analytics as a cornerstone to understanding and improving the customer experience.

Building a successful product and infrastructure requires a team where all members can contribute and feel ownership. Over my career, I have created environments for growth and success for my teams through mentorship and technical leadership.

Core Proficiencies

- Strategic planning, technical leadership, and roadmap management for teams.
 - Comprehensive hands-on experience with a wide range of operating systems and programming languages, with an extensive understanding of UNIX/Linux and systems programming.
 - Large-scale systems engineering at all levels based on infrastructure-as-code tenets, build and deployment pipelines for cloud and on-premises systems.
 - Translating business needs into technical requirements and roadmaps with close partnerships with cross-organizational peers, product teams, and leadership.
 - Use of metrics, observability, and analytics with data analysis tools such as Tableau to help make technical and business decisions and drive cost-saving efforts.
 - Extensive understanding of Internet and network technologies.
 - Creative and non-dogmatic problem-solving. I seek continuous improvement and understanding of modern best practices.
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Experience Highlights

EarnIn

Senior Staff Site Reliability Engineer *September 2023 – Present*

- Designed and built a new architecture for an OpenAPI-driven API Gateway and edge infrastructure in AWS.
- Introduced foundations for an Operational Excellence program, including Developer Portal adoption, Operational Maturity and Service Scorecards, SLI/SLO adoption, deployment tracking, and self-service workflows for monitoring and observability.
- FinOps-related efforts to optimize AWS and Datadog expenditures.
- Created a virtual SRE AI/LLM assistant to streamline common SRE tasks, including SLI/SLO guidance.

Marqeta

Senior Principal Infrastructure Engineer *June 2021 – August 2023*

- Migrated on-prem ingress services (F5) to a cloud-based edge managed with Terraform and CI/CD platforms.
- Developed customer-focused observability to improve customer experience.

- Launched new cloud infrastructure in the EU to enable expanding international business.
- Streamlined existing processes and new architectures with infrastructure-as-code tenets.
- Served as the technical lead and architect for the newly founded Edge Performance team.

Box

Senior Staff Site Reliability Engineer / Edge Performance *September 2018 – June 2021*

- Technical lead and architect for Edge Performance.
- Created technical roadmaps, team vision, prioritization, and reference architectures.
- Developed advanced worldwide routing capabilities for performance, cost and resilience utilizing NS1 for DNS, Cloudflare and Akamai for CDN
- Developed a comprehensive strategy for Edge services, including load balancing, CDN integration, and traffic routing, to support a full cloud migration to GCP.
- Applied Edge expertise to deliver timely solutions with Product and Sales teams (DISA, FedRAMP, private peering).
- Drove cost optimization while improving customer experience and performance, achieving \$500k/year in savings on upload acceleration alone.
- Mentored teams and collaborated with product, engineering, and leadership teams to align technical strategies with company-wide goals and initiatives.

Staff Site Reliability Engineer / Edge Performance *January 2015 – September 2018*

- Built worldwide Edge infrastructure (physical and cloud-based).
- Founded the Edge Performance discipline and team at Box.
- Built Linux-based L4/L7 load balancing infrastructure.
- Developed tooling for automation, metrics, and insights.
- Improved customer performance globally (Apdex, upload and download speeds).
- Applied data science techniques to guide new PoP placement for maximum customer impact.
- Delivered cost savings and ensured compliance (GxP, SOC, PCI, FedRAMP High, DISA).

Rackspace

Linux Systems Engineer – Cloud Servers *April 2013 – January 2015*

- Responsible for OpenStack Cloud observability and log analysis tools.
- Automated manual processes with Ansible and Puppet.

HomeAway Inc.

DevOps Manager *2012 – March 2013*

- Developed AWS cloud strategy for on-prem migration.
- Implemented blue/green deployment framework for services.
- Introduced Agile and Kanban methodologies to the organization, improving quality and velocity.

Yahoo!

Senior Systems Engineer *Flickr 2010 – 2012*

- Deployed and tuned various services (nginx, MySQL, Redis, etc.).
- Developed an nginx health check module to improve photo-serving failure recovery.
- Managed MySQL sharding and performance.
- Migrated manual deployments to a standardized and fully automated system.
- Conducted capacity and business continuity planning.

Senior Systems Engineer *Yahoo Search Technology 2003 – 2010*

- Managed over 100,000 Linux servers in worldwide datacenters.
- Automated full service and node lifecycle processes.
- Authored Perl modules for service automation, node orchestration, and config management at very large scales
- Built software to support very large-scale service infrastructure.

- Engaged in business continuity planning and product design influence.

Systems Engineer *Inktomi (Acquired by Yahoo!) 1999 – 2003*

- Managed high performance computing clusters for web search & web crawling.
- Developed infrastructure automation tools for managing thousands of cluster nodes.
- Migrated infrastructure from Solaris to Linux.

Additional Experience

Supernews Inc / Remarq

Senior Unix Systems Administrator Founding engineer for Supernews' first web-based application, Remarq.

Internet Doorway

Systems Administrator Founding engineer for Mississippi's first statewide ISP.

Education

Mississippi State University

Computer Engineering Emphasis in Programming and Computer Architecture.