

John Critchley

Profile

- Over 20 years' experience of Unix/Linux FreeBSD, including scripting Perl/mod_perl/DBI, and Python/Psycopg, Postgres, Oracle and SAP ASE database servers.
- Extensive experience in financial services, including Swiss Banking, working with leading fund managers, investment banks and start-ups across multiple products such as Fixed Income, FX and Equities, Derivatives, Futures and Spot trading.
- Accustomed to working in a Waterfall, Agile, DevOps, Cloud, and internal distributed options pricing environment.
- A team player, who communicate at all levels of business, and is experienced working in international teams and remote working/support.
- Previous experience working at UBS in Switzerland

Professional Experience

August 2021 - Present

**Tassat, New York, USA (Working Remotely from UK)
Product Operations Engineer, Permanent**

Project and Work environment

Supplying similar support services as previous role on a contract basis, and then again (from 2021) as permanent employee. I have been involved in migrating existing scripted operations functionality to ansible, including automated checkout (using Docker, and Selenium) and configuration generation (to abstract environment specific configuration from configuration of new functionality). Deployed major new version of the platform which implements passing requests for "wires" transfers on Tassat's API through to generate Fedwire messages. I have been involved in buildout of new environments to support the rapid expansion of the platform to new clients.

Responsibilities and accomplishments:

- Took over development of automated UI checkout – coded in python using selenium and PyUnit. Adapted to run in docker container, updated to reflect new version of UI.
- Organized configuration and deployed major release of major new version of platform for major client bank adding the ability to request transfers by Fedwire from requests over our API. Many other additional improvements were bundled in with this release.
- Suggested and developed original configuration generator which templated out the configuration from environment specific details, ensuring the same configuration template can be used in preproduction and production environments.
- Promoted to Lead Product Operations Engineer.

December 2018 – October 2019

**Tassat, New York, USA (Working Remotely from UK)
Application Support and Deployment, Contract**

Tech stack:

Python 3, ansible, Unix shell, psycopg2, PostgreSQL, Debian Linux, RabbitMQ, Java microservices, Atlassian Bamboo, Artifactory, git, Apache HTTPD, consul

Project and Work environment

Support and diagnose deployments in the preparation for go live of the cryptocurrency derivatives Digital Exchange offering. Support the white label blockchain based payment solution. Support legacy TrueEx systems until platform decommission. Covering out of hours support and pre-start of day software deployment. Working remotely from UK.

Responsibilities and accomplishments:

- Wrote and deployed incremental database backup solution in python, allowing to recreate database at any previous COB.
- Updating deployment configuration; adapting the configuration/scripts run from Bamboo; automate and perform platform deployments and upgrades

- Ensure external index contributors are streaming pricing data into the platform.
- Pro-actively monitor the trading platform, manage outages, and quickly recover lost or marginalized services
- Help develop and maintain tools in python and shell scripts to cater to business needs
- Generate business and technical reports & graphs using python.
- Troubleshoot problems, perform root-cause analysis, and follow issues through to full resolution
- Investigated and resolved issue where port for microservices on Linux container was sometimes “already in use” - consul was leaving TIME_WAIT momentarily on many ports, sometimes crossing the port range used by the microservices.

Tech stack:

Python2/3, Unix shell, psycopg2, PostgreSQL, Ubuntu Linux, RabbitMQ, Java microservices, Atlassian Bamboo, Artifactory, git, Apache HTTPD, consul

November 2017 – August 2019

TrueEx LLC, New York, USA (Working Remotely from UK)
Application Support Analyst, EMEA team, based in London

Project and Work environment

Support fixed income platform and enhance reporting. The support team covered the EMEA trading from London, liaising with the on-boarding teams in London and New York – who both covered on-boarding and first line client contact. With little development based outside of the USA, triaging issues to deal with them, decide if they could be handled within EMEA team or if (unavoidable) escalate to development in USA.

Responsibilities and accomplishments:

- Worked on python program to bring it to completion, which analysed position reports at LCH and CME, and sent analysis to an onboarding team, trading technical experts and developers.
- Pro-actively monitor the trading platform, manage outages, and quickly recover lost or marginalized services
- Help develop and maintain tools & Shell and Python scripts to cater to business needs
- Generate business and technical reports & graphs
- Automate and perform platform deployments and upgrades
 - Troubleshoot problems, perform root-cause analysis, and follow issues through to full resolution

Tech stack:

Ubuntu Linux, Unix shell, Python2, psycopg2, PostgreSQL, RabbitMQ, Java, Erlang, Jenkins, Artifactory, git, Apache HTTPD

April 2010 – August 2014

UBS, Switzerland
Support Analyst, Contract (via Harvey Nash), 3 extensions
UAT Service Desk, then Derivatives and trading application support

Project and Work environment

Initially, member of global team aligned to support deployments to pre-production environments, by organizing deployments, diagnosing issues and ensuring all outstanding issues are addressed before deployment of release candidate to production. Then supporting derivatives processing components of the platform, which included the front end which had been extended for trading cash as well. Initially with rotation to trading floor support, culmination with being permanent contact on trading floor.

Responsibilities and accomplishments:

- Supporting trading platform applications for FX (Spot, forward and swaps).
- Applications in Java, with Sybase ASE and some Oracle databases.
- Updating monitoring scripts and control scripts written in Perl (almost all start-up controlled by suite of Perl scripts).
- Splitting Subversion repository so that Swiss specific client data segregated.
- Configuration and deployment of SSL keys.
- Diagnosed issues with, and accomplished deployment of CME Silver trading application.
- Regional expert for FX options pricing grid running on Solaris and Linux.

Tech stack:

Perl5, XML messaging over IBM MQ, Sybase ASE with some Oracle, Java, Apache HTTPD, Subversion, OpenSSL, RHEL and Solaris.

May 2008 – April 2010

FXAll, United Kingdom
Support Analyst, Permanent

September 2006 – December 2007

UBS, United Kingdom
Engineering Lead Associate, Permanent

February 2005 – August 2006

UBS, Switzerland
Senior Support Analyst, Contract-Permanent

April 2003 – March 2004

UBS, United Kingdom
Support Analyst, Contract

November 2001 – November 2002

Merrill Lynch, United Kingdom
Interface Developer, Contract as Continuation

August 1998 – November 2001

Merrill Lynch, United Kingdom
Application Support Analyst, Contract

May 1996 – August 1998

SBC Warburg Dillon Read, United Kingdom
SwisKey Support Analyst, Permanent

IT Skills

Languages:

Unix shell (Bourne shell, ksh, bash, zsh)
Unix/Linux/FreeBSD
Perl and DBI
Erlang/OTP
Python
JavaScript
FIX protocol

Years of experience

Over 20

Over 20

20 years

~2 years

3 years

4.2-4.4;5.0

6 years

Databases

Sybase ASE
Oracle
PostgresQL
Mysql

10 years

5 years

2 years

Personal use only

Operating Systems

GNU/Linux (Ubuntu)
GNU/Linux (RHEL)
Solaris/SunOS
FreeBSD

3 years

7 years

8 years

Personal except
selecting over Linux
for IMDB

Education and Qualification

2017

ITIL® Foundation Certificate in IT Service Management

(<https://cv.critchley.biz/docs/ITIL%C2%AE%20Foundation%20Certificate%20in%20IT%20Service%20Management.png>)

1996

Sybase Database Server Training

1988-1991

Bachelor Of Science

Computer Science with Physics

King's College London, UK

1991-1992

Master OF Science

Artificial Intelligence

Cranfield University, UK

Languages

English Mother tongue
German A little conversational