

LUDOVIC HIRLIMANN

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

Experience

Dec 2012 - Current: Mozilla - SRE Remote, France

Part of the global team that ensures 24x7x365 coverage. Manage incident response and responsible for :

- Day to day backups based on DELL's netvault until that responsibility was transferred to another team.
- Setting up and streamlining some of the tools we used for monitoring and alerting (PagerDuty - New relics Synthetics - Pingdom).
- Managing day to day Nagios adjustments and other Puppet module used to manage our infrastructure.
- Used Ansible to patch our fleet of machines - when being up to date became a requirement.

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

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.
- Release testing to ensure that we would ship high end product to our 10M users.
- Contributed patches here (C++, xul mostly).

Continued to devote 15% of time to release testing following a move to Mozilla IT department.

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

Joost is 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 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.
- Managed our client testing (mostly manual).
- Managed reporting tools.

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 (because I moved) engineering diploma Paris France 2005

Hobbies

Photography, computers, reading, traveling, opendata

Languages

French, English and Dutch.