John Critchley

Profile

- Over two decades of experience in Unix/Linux/FreeBSD, with expertise in scripting using Perl, Python, and database management in Postgres, Oracle, and SAP ASE.

- Extensive background in financial services, including Swiss Banking, covering various products such as Fixed Income, FX, Equities, Derivatives, Futures, and Spot trading.
- Proficient in Waterfall, Agile, DevOps methodologies, and experienced in cloud-based and distributed computing environments.
- Strong team player with excellent communication skills, experienced in workingwith international teams and in remote working/support settings.

- Significant tenure at UBS in Switzerland and the UK, showcasing a deep understanding of the banking sector and its technological needs.

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 build-out 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 versoion 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, liasing 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.

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:		Years of experience
Unix shell (Bourne shell, ksh, bash, zsh)		Over 20
Unix/Linux/FreeBSD		Over 20
Perl and DBI		20 years
Erlang/OTP		~2 years
Python		6 years
JavaScript		
FIX protocol	4.2-4.4;5.0	6 years

Databases	
Sybase ASE	10 years
Oracle	5 years
PostgresQL	4 years
Mysql	Personal use only

Operating Systems	
GNU/Linux (Debian/Ubuntu)	5 years
GNU/Linux (RHEL)	7 years
Solaris/SunOS	8 years
FreeBSD	Personal except selecting FreeBSD for IMDB

Education and Qualification

2023 – 2024	Postgraduate Program in Artificial Intelligence & Machine Learing: Business Applications		
2017	ITIL® Foundation Certificate in IT Service Management (**here**)		
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