

Steve McGhee

Reliability Engineering Leader

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Objective

I would like to use my understanding of scalable Internet services in a rewarding position that allows me to have a significant impact on a product that I deeply care about.

Skills

I understand how the Internet works at a deep level, and how to make it a more reliable (available, fast, durable) system. I'm best at growing engineers and helping them to make safe, incremental improvements to huge complex systems.

I enable teams to collaborate effectively in a fast-moving, high-value, technically-complex environment.

Keywords: Python, Go, Java, C++, myriad configuration languages. [SRE](#), Resilience Engineering, DevOps, SLAs, SLOs, Incident Response, Kubernetes, Cloud Computing, Distributed Systems, Network Security, Multithreaded Programming.

Experience

Google Cloud / Reliability Advocate

January 2021 - Present, San Luis Obispo, CA, USA

I performed deep competitive analysis across various platforms and authored detailed internal reports, presenting my findings to stakeholders and executives.

I was the lead host of the [Prodcast](#), Google's podcast on SRE and production software. I planned and hosted all of season 3, and co-hosted season 4.

I worked directly with customers on reliability improvements and SRE adoption. I spoke at conferences and appeared on podcasts and videos regarding reliability and how to think about things like risk management in Cloud. See: stevemcgee.dev

I co-authored and published two reports with O'Reilly publishing: [Enterprise Roadmap to SRE](#) and [Building Resilient Services on the Cloud](#).

I worked with internal product development teams to directly improve GCP's position on regional dependencies and customer architecture guidance with regards to reliability and make those improvements usable by customers.

I created go to market assets for our technical and non-technical sales teams to better understand customer needs around reliability and how GCP can be best used to address those needs.

Google Cloud / Cloud Solutions Architect

April 2019 - January 2021, San Luis Obispo, CA, USA

I helped make Cloud easier by working directly with Cloud customers, helping them understand how to use GCP to modernize their applications and services. I focused on Reliability, namely SRE and DevOps. I published articles around SLOs, Incident Response and the DORA DevOps capabilities.

During my tenure, I assumed the Tech Lead position for the SA DevOps team and was regarded as an expert within the team with regards to all things production.

MINDBODY / Senior Infrastructure Architect

August 2017 - February 2019, San Luis Obispo, CA, USA

Created the Cloud-based infrastructure for all new software development for the MINDBODY SaaS platform (including M&As). Produced proof of concepts, arguments via detailed design documents, vendor analysis reports. Landed on a GKE (Kubernetes) model, with fully-automated CI/CD and multi-region support. Guided the Platform Engineering team in implementing this solution.

Acted as a liaison between IT and Software Development, gradually bringing SRE culture to a team dominated by classic IT methodologies.

Google Cloud / Senior Site Reliability Engineering Manager

April 2015 - July 2017, London, UK

Leading and managing the team responsible for scaling Google Compute Engine, as well as improving communications with related teams in Support, Sales, Product.

Our customers build their businesses on our platform, and it is my team's responsibility to ensure we keep their trust and enable them to succeed.

We bring Google's secret sauce of distributed computing to the world.

Google - Android+YouTube+Fiber / Senior SRE Manager, SRE

February 2009 - April 2015, San Francisco + Mountain View, CA, USA

Led and managed several SRE teams at once: Media Infrastructure SRE (YouTube input), Google Fiber SRE, and Android SRE (Core Services and Android Play)

Global SRE Lead for Android SRE. Worked with Android product and dev leads on prioritization of effort, staffing. Built team from 6 -> 30 SREs in two sites, defined engineering roadmaps, and grew services to support billions of devices.

San Francisco SRE office lead (revamped recruiting, ran local office for ~100 SREs)

Before management, was a co-lead of Mobile-SRE, focusing on monitoring and release automation for services like Mobile Search, Transcoding.

Google - Ads+Search / Staff Technical Solutions Engineer

January 2005 - August 2009, Mountain View, CA, USA

Developed systems for ensuring Google Ads and Web Search appeared on partner sites like AOL, NYTimes, Yahoo, MySpace(!). Part of the Partner Reliability Group (a 24x7 oncall team), personally built the partner ads monitoring system that persisted within Google for 10+ years. Regularly diagnosed complex inter-company technical issues.

Moved to London to personally lead the Gmail Syndication integration with several ISPs, developing a mail migration platform for customers with > 1mil email accounts. Grew the team from one engineer (me) to 10 in one year.

Wrote much of the initial service monitoring for the global launch of Android, assisted in launch war room. That was awesome.

Education

UC Santa Barbara / MS Computer Science

2002-2003, Santa Barbara, CA

Emphasis in Distributed Systems, Networking, and Security.

Research Assistant in Security Lab (G Vigna), focused on Intrusion Detection and Mobile devices.

Teaching Assistant in Computer Security (R Kemmerrer)

UC Santa Barbara / BS Computer Science

1997-2002, Santa Barbara, CA

Employed on campus as a solitary sysadmin in some obscure department.

Learned Unix (and met most of my friends) in the IC Computer Lab!

Interests

Anything involving a bike, 8bit gaming, travel, photography, hiking, family.