

# Chris Richard

Toronto, ON

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## Site Reliability Engineer | DevOps Advocate

### Professional Summary

I am a senior SRE who scales reliability through both systems design and technical communication. My deep experience designing and operating Kubernetes-based platforms, CI/CD systems, and cloud infrastructure at scale is differentiated by a strong focus on DevOps advocacy—translating architectural complexity into practical workflows, training, and standards that enable teams to ship reliably and own their services. A background in support and QA brings a pragmatic, user-centered approach to reliability and incident response.

### Technical Strengths & Platforms

- **Platform Enablement & Technical Communication:** Technical advocacy, internal training & curriculum design, incident command, blameless postmortems, cross-functional alignment, public speaking, pair programming
- **Production Platforms I Design & Teach:** Kubernetes (k8s), Docker, GitOps (ArgoCD), Helm, Kustomize, AWS, Terraform, Atlantis
- **Developer Delivery & CI/CD Enablement:** GitHub Actions (GHA), Actions Runner Controller (ARC), DevSpace, Nginx
- **Observability as a Shared Language:** Grafana, Prometheus, Datadog
- **Scripting & Automation:** Bash, Python, Go, JavaScript/TypeScript (Cypress)

### Professional Experience

#### Prodigy Education — Toronto, ON

*Rapidly promoted through QA and Ops roles to Senior SRE responsibilities.*

#### Site Reliability Engineer II | Jun 2021 - Jan 2026

#### Ops Developer | Jun 2021 - Jul 2022

- **DevOps Enablement & Adoption:** Enabled engineers to confidently develop, deploy, and operate containerized services by designing and delivering a high-production-value internal training program covering **Kubernetes** fundamentals, **DevSpace** workflows, and CI/CD optimization. Reinforced adoption through a Service Maturity model (**OpsLevel** + custom checks) that gamified best practices and made service health visible across the organization.
- **Incident Response Enablement:** Designed and delivered cross-organizational incident management training that clarified lifecycle, roles, and decision-making under pressure. Facilitated interactive mock incidents to expand the pool of capable Incident Commanders beyond senior staff, reducing burnout and driving a **67% increase** in incidents correctly identified and called.
- **GitOps Architecture:** Designed a scalable GitOps state repository using the **ArgoCD App-of-Apps** pattern, enabling teams to safely manage Kubernetes workloads supporting **150,000+ concurrent users** and **40k+ RPS**. Standardized complex deployments through shared **Helm** charts and **Kustomize**, reducing cognitive load and promoting consistent operational practices.
- **Infrastructure & Tooling:** Managed core AWS infrastructure via **Terraform** and **Atlantis** using a PR-based GitOps workflow, supporting drift detection and a smooth migration of artifact storage to **AWS ECR**.

- **CI/CD Platform Enablement:** Designed and operated enterprise-grade CI/CD infrastructure using **GitHub Actions** and **Actions Runner Controller**, providing scalable, self-hosted build environments used by **300+ game and web developers**. Focused on reliability, transparency, and fast feedback to make pipelines understandable and trustworthy for non-Ops engineers.
- **Policy-Driven Security Enablement:** Improved cluster security by introducing **Kyverno** for policy enforcement (e.g., registry allow-listing), embedding guardrails into the platform so teams could move quickly without compromising governance in multi-tenant environments.

#### **Automation Developer & QA Engineer** | Aug 2018 - Jun 2021

- **Test Stack Modernization:** Introduced **Cypress.io** into the testing stack which successfully shifted the organization to a "developer-owned" quality model where engineers actively maintain their own E2E suites.
- **Shared Library Development:** Architected a library of reusable test steps and actions, standardizing automation practices and reducing code duplication across the entire engineering organization.

#### **FreshBooks** – Toronto, ON

*Transitioned from frontline support to Engineering by automating my own job functions.*

#### **QA Analyst** | Sep 2015 - Jul 2018

- **Process Scaling:** Scaled QA processes during rapid organizational growth and built end-to-end browser automation suites to ensure long-term product stability.

#### **Support Rockstar** | Feb 2013 - Sep 2015

- **Tooling & Innovation:** Self-taught Python to build "Support Tools," an API-based automation suite that reduced ticket resolution times. Recognized in the "Hack-off Hall of Fame" and maintained for over a decade.

### **Current Projects**

#### **Personal Cloud Infrastructure (chrisrichard.ca)** | January 2026

- Deployed a personal web platform using a full GitOps pipeline.
- Configured **Nginx** with **Certbot** for SSL termination, hosted on a DigitalOcean Droplet.
- Implemented semantic versioning and automated deployment workflows via GitHub Actions.

### **Education**

#### **University of Guelph Bachelor of Arts, Theatre Studies**

- *Leveraged performance and communication training to develop engaging technical training materials and effectively lead high-pressure incident response scenarios.*

### **Interests & Side Projects**

- **Game Development:** Currently prototyping an asynchronous multiplayer game using the **Godot Engine**, exploring server-authoritative architecture.
- **Film & Performance:** Cast in the 2021 feature film **Scarborough** (Winner: Canadian Screen Award for Best Motion Picture).
- **Audio/Video Production:** Enthusiast-level audio engineering and video editing, utilized to produce high-quality internal documentation and educational content for engineering teams.
- **Linux Enthusiast:** Daily-driving **Nobara Linux**, maintaining a customized development environment.