



Chris Wood

## SRE & DevOps Manager

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## Professional Summary

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Highly accomplished, hands-on **SRE & DevOps Leader** with over 20 years of experience managing complex, high-scale enterprise infrastructure. Proven track record of managing a \$600M+ trading platform at CME Group, spearheading massive on-premises to cloud migrations, and leading high-performing global Tier 2/3 engineering teams. Expert at bridging the gap between software development and stable, secure, and automated operations. Strong background in system administration, database architecture, and complex scripting, with a strategic focus on modern cloud platforms (AWS/GCP), containerization, and Infrastructure as Code (IaC).

## Core Technical Skills

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- **Cloud, DevOps & Infrastructure as Code (IaC):** GCP, AWS, Kubernetes, Docker, Git, Terraform (IaC)
- **CI/CD & Version Control:** Jenkins, Bamboo, TeamCity, Stash, BitBucket, Jira, Confluence
- **Systems & Network Administration:** Active Directory, DNS, DHCP, Load Balancers (F5), IIS, Apache, Group Policy, Linux, Windows Server
- **Scripting & Automation:** PowerShell, Python, Perl, Atomic Automation, C#, .NET, VB/VBA
- **Database, Storage & Observability:** SQL Server (T-SQL), Delphix, Cohesity, Splunk, ServiceNow, Remedy

## Professional Experience

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### CME Group | London / Hybrid

**SRE & DevOps Manager / Global L2 & L3 Operations Lead** | April 2022 – June 2026

- **Global Leadership:** Direct global Tier 2 and Tier 3 support teams, assuming end-to-end accountability for delivery pipelines, builds, deployments, and infrastructure maintenance across QA, Production, and Disaster Recovery (DR) environments for a \$600M+ trading platform.
- **Cloud & DevOps Transformation:** Spearheaded a massive on-premises to cloud migration over 18 months, shifting environments to GCP while transitioning the engineering department to an agile, automated deployment model.
- **Leadership & Alignment:** Set operational expectations around software delivery and

aligned engineering metrics with critical business goals, balancing corporate requirements with technical product specifications.

- **Network & Server Administration:** Maintained hands-on oversight of the global server estate, utilising network appliances (F5 load balancers) to manage ingress/egress traffic, ensure high availability, and secure endpoints.
- **Database & Support Optimization:** Applied deep expertise in database architecture and T-SQL to drive database support performance, optimize queries, and protect data integrity.
- **Client-Facing Collaboration:** Partnered directly with enterprise customers to align complex client configurations, deliver technical platform demonstrations, and provide high-tier escalation troubleshooting.

### Systems Engineering Lead | April 2018 - April 2022

- **Team Building:** Promoted following a major strategic reorganization to build and lead a London-based Systems Engineering team.
- **DevOps Ownership:** Successfully transitioned full ownership of the DevOps function to the London team, establishing robust processes to safeguard platform stability.

### Senior DevOps Engineer | Dec 2016 – April 2018

- **Infrastructure Automation:** Maintained deployment operations and system stability for the \$600M+ trading platform, utilizing proprietary PowerShell automation frameworks to manage the estate.
- **Engineering Partnership:** Partnered closely with software development teams to drive stable, automated, and repeatable code deployment pipelines.

## ICAP / NEX Group | London

### 3rd Line Lead Desktop Management & Wintel Server Engineer | 2008 – 2016

- **Engineering & Escalation:** Acted as the core 3rd line escalation point for Desktop Support and Application Support teams across a global infrastructure of 5,000+ endpoints.
- **Systems Management (SCCM):** Managed patching, OS task sequences, and automated software deployments using SCCM 2012.
- **Automation & Software Development:** Developed custom internal tools and deployment automation utilizing PowerShell, C#, and .NET frameworks.
- **Virtualization & Server Infrastructure:** Administered virtualized server environments across VMware vSphere and AWS; supported Skype for Business, Exchange, and Citrix estates.
- **Core Infrastructure & Databases:** Handled active directory, DNS, DHCP, file/print servers, and managed SQL databases specifically for Desktop Services support and development tooling.

## CSC | Kent

### Lead UNIX/Windows Analyst & Team Leader | 2002 – 2008

- **Operational Leadership:** Managed shift rotas, established annual performance development plans, and drove customer care initiatives for Unix and Windows operators.
- **Systems Maintenance & Backups:** Scheduled and monitored backup/restore procedures across Windows and Unix platforms; maintained tape drive libraries and server hardware.
- **Early Automation & Scripting:** Built, updated, and managed automation and operational scripts utilizing Windows, Unix, Perl, and VB/VBA.