

# Michael Griffin

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https://github.com/mgriffin

## Experience

### 2021–Present **Senior Engineer, GitHub**

- Took over responsibility for the internal log analysing application
  - Upgraded this legacy Ruby on Rails application to Rails7 along with the corresponding gems
  - Set up monitoring to ensure that disk space was always available for large log file bundles
  - Set up integrations with third party APIs to improve visibility into issues
- Worked as part of the team that develops and supports <https://support.github.com>
  - Implemented integration with GitHub.com to reflect new features available for support
  - Developed a GitHub Enterprise Server upgrade guide that gave step by step instructions to Server administrators
- Developed and supported chatops that are used across the department to speed up daily workflows
  - Helped develop chatops that changed the urgent ticket workflow allowing Enterprise Support Engineers to respond, assign and reply with one command
  - Took over development of a monthly coffee exchange where anyone can sign up and get paired to send and receive a bag of coffee beans to another Hubber

### 2019–2021 **Senior Escalations Engineer, GitHub**

- Mentored Enterprise Support Engineers to help them work on more in depth and complicated issues
- Wrote training documentation to multiply learning opportunities across the department
- Continued to debug and fix the GitHub.com codebase
- Contributed to an internal system for analysing logs and exceptions from customers

### 2014–2019 **Enterprise Support Engineer, GitHub**

- Supported Enterprise customers using GitHub Enterprise Server in cloud and on premise
- Debugged and contributed fixes to both GitHub Enterprise Server and GitHub.com
- Wrote scripts and chatops to automate daily work, both for myself and others in the team

### 2014–2014 **PHP Developer, Avvio**

- Introduced CI and automated testing procedures

### 2007–2014 **ICT Officer, National Museum of Ireland**

- Specced and wrote a digital signage system
- Introduced Git as department side VCS
- Continual upgrades and improvements to a bespoke education booking system
- Deskside support for 200 people spread over six sites, using Windows 7 and MacOSX
- Server support, configuration and backup for 35 servers
- Network analysis and monitoring
- Support for exhibition interactive displays

### 2006–2007 **Lead Developer, BlueCarrot Ltd**

- Developed a multi user online timesheet and course organisation system.
- Oversaw development of a high profile sales site.

## Technical Experience

### Proficient With

languages Ruby, GoLang, PHP, Bash, HTML, CSS  
technologies Linux (Debian, Arch), OSX, Git, MySQL,  $\LaTeX$

### Have Experience With

languages JavaScript, C, ASP.Net

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## Education

1995–1999 **B. Eng Electronic Engineering**, *Dublin City University*

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## Activities

Athletics Member of Mayo AC

Help to run training sessions for track, cross country and road running

Canoe Polo Member of the Irish Canoe Polo team that competed at the World Championships in Japan  
Also competed at 3 European Championships  
Refereed at multiple World and European Championships