

Harald Wagener

Diplom-Informatiker

Email: harald@haraldwagener.com

Mobile: +49 151 105 701 61

Summary

I am a senior technical leader with a strong background in operations and security. I strive to understand and weigh operational, security, and business constraints to find pragmatic and reliable solutions that keep customers happy, developers productive, and user data safe and secure.

Experience

Freelancer

Self-employed (since March 2020)

Consulting on Organisational Change, Cloud Strategy, and Cloud Transition. Drawing from two decades of professional experience in both engineering and leadership positions, I consult and coach organizations and high level management.

iNNOVO Cloud GmbH

Head Of Cloud (July 2017 – February 2020)

Responsible the Berlin location for both the engineering and operations team (20 direct and indirect reports in 3 teams) for our OpenStack and Managed Kubernetes offerings. In this role, I ...

- was responsible for the ongoing development of an OpenStack based Public Cloud, which has seen multiple major upgrades and feature additions such as DNS as-a-Service (OpenStack designate) and Secrets Management (OpenStack Barbican)
- was responsible for the development of a Managed Kubernetes offering, which launched on time and has seen a doubling of growth in the first two months after going from beta to production ready. This runs on top of our Public Cloud.
- introduced CI/CD tooling for building platforms and applications
- introduced automated security features such as vulnerability scanning and dependency scanning
- founded and grew the Software Development Team to a current size of four FTEs
- founded and grew the Kubernetes Team to a current size of five FTEs
- grew the OpenStack Team to a size of ten
- hired an Agile project manager / coach
- developed a team lead for the OpenStack team
- became a regular member of the biweekly executive coordination meeting
- do pre-sales and post-sales consultancy
- handle occasional customer escalations
- do incident management including structured post-mortem analyses
- do technical due diligence on potential acquisitions
- do internal trainings and consultancy for agile methodologies (Scrum, Kanban)

- am leading the effort to introduce agile workflows company wide

This is on top of my responsibilities from my initial position as

Cloud Lead (since January 2017)

Leading a team of eight developing a packaged cloud product (from hardware to API) based on OpenStack for a shipping container based micro data center solution. Main goals are:

- developing a fully automated cloud deployment, including network design and hands-off management for remote locations
- supporting sales and professional services on a technical levels: analyzing client issues and suggesting possible solutions in the context of the company's solution portfolio
- providing a sustainable platform with a lifetime of five to fifteen years
- developing newly opened Berlin site (location, equipment, people)

SysEleven GmbH

Chief Technical Officer (January 2016 – December 2016)

Supporting the Executive level strategically regarding technical decisions, especially in the Cloud business sector. I am dealing with vendors and client escalation, help the team make forward-facing technical decisions, and support the team leads of the infrastructure, security, and internal software development teams.

Main achievements were:

- implementing a healthy culture of blameless postmortems in the infrastructure and OpenStack teams
- onboarding a new team lead for the Infrastructure team, establishing a working trust relationship between upper management and the datacenter, server, and network teams
- supporting the Cloud development team to bring the OpenStack based SysEleven Stack to production readiness, spinning up Cloud operations and Cloud support functions,
- ensuring team members find opportunities for growth and positions fitting their talent. I grew into this position organically from my employment as

Security Engineer (May 2015 – December 2015)

As Security Engineer I was consulting our Dev and Ops team on day to day business: I helped with risk analyses, security minded design, compliance topics, incident management, forensics, security training, etc. I worked with the Cloud Development team, specifically on the policy model of OpenStack, to build a set of policy rules that fit SysEleven's requirements to run OpenStack as a multi-tenant public cloud. I also did part-time as a Mac administrator, reminiscing an earlier role at

Google Switzerland (December 2007 – March 2015)

Security Engineer, October 2012 – March 2015

As security engineer at Google, I was working on infrastructure for the *BeyondCorp*

initiative, on which I co-hosted a [talk at LiSA'13](#) with my colleague Jan Monsch. This talk and subsequent publications cover some of the work which is necessary to move the internal infrastructure from a moat-and-drawbridge security model to one that is endpoint-to-endpoint aware. Specifically, I worked on a framework and ruleset to identify and qualify devices for dynamic trust assertions based on device state.

Mac Administrator, January 2010–October 2012

At the cusp of the Aurora incident, Google decided to diversify its desktop fleet footprint by growing the Mac fleet. The Macintosh operations team had to grow and due to my prior involvement with the team, I was the preferred choice for the open position. I stayed in Zurich while the team was located in New York (with later additions in Mountain View), working remotely but on-premises, covering the other side of the interface to the IT support staff which I had helped establish prior.

Aside from day-to-day management tasks (Google uses puppet to manage its fleet of Macs), I worked on various projects, such as maintaining the Mac free netboot infrastructure, building and testing install images, coordinating major OS upgrade tests, and interfacing with the security operations liaison, which led to the design and implementation of the internal version of Simian, a web management front end to Disney Animation's Munki.

While I held this position, the Mac fleet grew from a four digit number to a five digit number, was upgraded to a new major release twice, migrated to and from third party full disk encryption (finally settling on FileVault 2) and ended up in a very consolidated state with more than 95% of the whole fleet running the same base operating system.

IT Fieldtech, December 2007-January 2010

I started my tenure at Google as an *IT Fieldtech* (later *Corporate Operations Engineer*), providing first class tech support to Google employees in the Zurich office and beyond. While I filled this role, the office moved once and employee size quadrupled.

I was the on-premises specialist for OS X support issues, was involved in a remote support effort for locations without on-premise IT support, provided special IT support at inhouse conferences, helped with office build-outs, and regularly visited other offices to cover for co-workers. I also initiated an organized interface to the Macintosh Operations team, which eventually led to my change in responsibility.

IT Manager, SinnerSchrader (January 2007 – November 2007)

As team lead of a small team I was responsible for the internal IT infrastructure at this German Online Marketing company. I was responsible for internal IT support including OS installation and server maintenance, migrating the MS Exchange Server storage system, cabling, anti virus measures, vendor management, etc.

IT Support, FCB Deutschland GmbH (February 2001 – December 2006)

At FCB Deutschland I was a member of the five people IT support team that did everything from cabling and networking, managing the local mail server, setting up and managing end user workstations and laptops, provided support at business meetings and retreats, vendor

management, print server and printer management, technical management of the public web site, and other day-to-day IT support tasks.

Education

Diplom-Informatiker, Universität Bremen, Computer Science, 1994-2000

Languages

German (native)

English (professional working proficiency)

Skills

Agile Methodologies (Agile Coach training at Beratung Judith Andresen in 2017)

OpenStack (high level understanding, low level understanding of the policy engine)

Distributed Systems

Linux and Unix Systems

Security Systems and Designs

Compliance Management

Programming (Python, goLang, Ruby, reading comprehension of C-like languages)

Project Management

References available upon request.