



# Andy Howden

STAFF ENGINEER

## Details

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## Links

[Udemy \(Instructor\)](#)  
[Blog](#)  
[Linked In](#)  
[GitHub](#)

## Skills

Site Reliability Engineering  
Incident Response  
System Design  
Go  
NodeJS

## Languages

English  
German

## Profile

A "[solver-style](#)" staff+ software engineer, focusing on delivering simple, elegant software solutions to challenging business problems. See detailed CV via [LinkedIn](#), example [application via GitHub](#) or [contact for more information](#) — email is best.

## Employment History

### Instructor, Udemy, Berlin

AUGUST 2023 – PRESENT

- Taught [Observability concepts and implementation](#) in open-source tooling to 133 students (October 4th to December 4th)
- Over 29 reviews maintained an average rating of 4.5+.
- Feedback-driven approach via early beta community, early release of minimum viable course & [free "YouTube" content](#).

### Engineering Manager, Zalando, Berlin

DECEMBER 2021 – AUGUST 2023

- Created a new, 4-person Embedded Site Reliability Engineering team (in collaboration with peers and management) focused on the customer experience between "add to cart" and "warehouse."
- Led that team to drive solutions to multi-million euro reliability challenges over 4 business units and over 100 engineers like abusive traffic, customer-centric SLOs, improved alerting practices, and preparation for large sales events (e.g., CyberWeek)
- Created [a shared vision and understanding of the team's purpose and deliverables](#) among the team, leaders and the engineering population through yearly strategies and a structured review.

### SRE & Staff Engineer, Zalando, Berlin

OCTOBER 2019 – DECEMBER 2021

- Steered the CyberWeek Operational Readiness workstream via 10s of coordinators, helping over 1500 engineers across thousands of software systems.
- Taught 60 staff engineers how to work with owning teams to determine if an application was sufficiently "production ready" and how to conduct post-incident analysis.
- Functioned as the "incident responder in charge" (Incident Commander) of 10+ critical customer-facing issues.

### Infrastructure Engineer, MageMojo, Berlin

MARCH 2019 – JULY 2021

- Maintained 20,000 service Kubernetes clusters.
- Debugged open-source issues in Kubernetes, with the [kube-proxy](#), [certificate management](#), ["out of memory" management](#), and [disk management](#)
- Built the CI/CD Infrastructure based on drone.io.

### etc

MAY 2014 – MARCH 2019

Additional experience available [via LinkedIn](#). No tertiary education; I have learned my way through extensive reading, my experience and the help of colleagues.