Miles Whittaker

Platform Engineer | Observability | Reliability

Manchester, United Kingdom | hello@alias.whitt.uk

Portfolio: miles.whitt.uk/
LinkedIn: www.linkedin.com/in/miles-w-9b3678174/

PROFESSIONAL PROFILE

Platform engineer building reliable, self-service foundations across hybrid environments. Combines enterprise-scale observability and incident-management transformation with hands-on infrastructure automation, cloud platforms and Kubernetes.

PROFESSIONAL EXPERIENCE

Observability Engineer | bet365 | January 2024 - Present

Lead observability and incident-management transformation across on-premises and Google Cloud environments, supporting tens of thousands of hosts, more than 50 teams, 800+ PagerDuty users and 3,000+ services.

- Led monitoring modernisation from Nimsoft to New Relic, automating rollout with Ansible and building custom Bash, PowerShell and Flex/cURL integrations for systems outside standard agent coverage.
- Moved monitoring configuration into Terraform and GitLab CI/CD, making changes repeatable, reviewable and easier for service teams to own.
- Standardised hundreds of off-host checks on Telegraf and built a highly available service with automated rollout and tested configuration.
- Scaled PagerDuty service ownership with Terraform modules, Events API integrations and service discovery from CMDB and GKE; routed alerts closer to service owners and reduced reliance on central triage.
- Implemented continuous profiling with Grafana Pyroscope on GCP/GKE and supported adoption through engineering training and stakeholder collaboration.

IT Operations Engineer | bet365 | April 2023 - January 2024

Owned monitoring, incident triage, service continuity and change operations for mission-critical systems.

TECHNICAL SKILLS

Platform and containers: Kubernetes | GKE | Docker | Linux

Cloud and infrastructure as code: Google Cloud Platform | AWS | Terraform | Ansible

Observability and incident management: New Relic | PagerDuty | Telegraf | Grafana | Pyroscope

Delivery and automation: GitLab CI/CD | GitOps | Bash | PowerShell | REST APIs

Miles Whittaker

Platform engineering | Selected work and credentials

SELECTED TECHNICAL CASE STUDIES

GCP platform delivery and high-availability qualification

Designed a repeatable platform delivery path and qualified the shared workload in a hosted Kubernetes environment, including PostgreSQL high-availability and node-loss scenarios.

Evidence boundary: Hosted local qualification only. GCP provisioning, GKE, IAM, live zones and cloud costs remain unverified.

Portfolio case study: miles.whitt.uk/labs/#gcp
Source repository: github.com/milesfoundry/gcp-platform-delivery-lab
HA qualification evidence: github.com/milesfoundry/gcp-platform-delivery-lab/actions/runs/37687979581

AWS platform reconciliation and recovery

Built and qualified a GitOps reconciliation path on hosted Kubernetes, covering release promotion, rollback, drift repair, migration ordering and bounded teardown.

Evidence boundary: Hosted local qualification only. CAPI/CAPA, ACK, EKS and AWS cloud operation remain unverified.

Portfolio case study: miles.whitt.uk/labs/#knr
Source repository: github.com/milesfoundry/aws-kubernetes-reconciliation-lab
GitOps qualification evidence: github.com/milesfoundry/aws-kubernetes-reconciliation-lab/actions/runs/37690806373

PROFESSIONAL CREDENTIALS

Certified Kubernetes Administrator (CKA)
The Linux Foundation | August 2026 - August 2028

Google Cloud Associate Cloud Engineer
Google Cloud | Valid through 2028

AWS Certified Solutions Architect - Associate
Amazon Web Services | Previously held; expired October 2025

Credential verification: www.credly.com/users/miles-whittaker