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# MARC RIERA

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## PROFESSIONAL SUMMARY

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Experienced **Platform Engineering and Infrastructure Leader** with over 15 years of hands-on and managerial experience across petabyte-scale storage, distributed systems, DevOps tooling, and secure identity platforms. Proven capability in **leading multidisciplinary teams**, **scaling mission-critical infrastructure**, and **driving platform strategy** in several sectors. A champion of **platform-as-a-product** principles, developer autonomy, infrastructure-as-code (IaC), and observability, with a consistent focus on reducing cognitive load for development teams while maintaining operational excellence.

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## ACCOMPLISHMENTS

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- **Storage scale:** Designed and grew EMBL-EBI's storage systems from 15PB to over [100PB](#) in 6 years, supporting critical research platforms (ENA, EGA, BioImage Archive, CovidDataPortal)
- **Transfer service platform:** Rewrote EMBL-EBI's core data transfer services to become fully automated and resilient, with zero manual intervention and increased throughput
- **Unified platform:** Consolidated over 2,000 VMs and physical servers under a single Puppet-managed infrastructure with unified observability via Check\_MK
- **IAM transformation:** Orchestrated complete renewal of authentication and authorization systems, from stakeholder alignment to implementation, adopted EMBL-wide
- **Cost reduction:** Replaced active archive system, increasing capacity and long-term feasibility while reducing TCO by one order of magnitude
- **Service Oriented:** I received personal congratulations from an Atos Executive VP (Eric Grall) after 2-week PoC, which represented \$1 million extra revenue for the BU.

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## WORK HISTORY

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### EMBL-EBI (Hinxton) - Service and Data Management Coordinator, 01/2021- Current

- Line-managed 8-person multidisciplinary team delivering orchestration, monitoring, authentication, transfer, mail and other central services. Influencing technical actions of ~20
- Designed and implemented new SOPs, infrastructure automation strategies, and service desk processes.
- Delivered IAM integration with EMBL systems across all internal platforms, eliminating legacy risk.
- Managed large-scale vendor procurement and technical debt reduction projects
- Established strong relationships with internal stakeholders, including the creation of User groups used to share strategy approaches and adapt service roadmaps for FIRE, transfer services, IAM and ITS internal orchestration
- Implemented a team mentality of CV-driven development, ensuring employability and replaceability
- Coordinated maintenance and modifications in FIRE and transfer services to reduce downtime
- Coordinated a complete transition between authentication backends across all ITS teams at once
- Collaborated with multi-functional roles to communicate and align service efforts and changes
- Coordinated troubleshooting for storage and network personnel, supporting cross datacentre upgrades
- Cooperated with product owners and enterprise architects to deliver on multiyear projects
- Outsourced specialized support for Aspera after an integration agreement with ITS Service Desk

### EMBL-EBI (Hinxton) - Team Lead and Senior DevOps Engineer, 10/2017–12/2020

- Establish open and professional relationships with team members to achieve quick issue resolutions
- Designed strategic plan for component development practices to support future projects

- Supervised programmers, designers, and technicians, assigned tasks, and monitored performance
- Maintained systems that monitored applications and infrastructure
- Designed and deployed new archive system. From pull-based to push-based, from 15 PB to 100 PB
- Define, document, and oversee internal policies and methodologies used by IT personnel
- Coordinated deployments of new software, updates, and fixes
- Developed continuous improvement methodologies, tools, and processes
- Implemented scrum methods to track estimations and work progress
- Implemented deployment strategies using container orchestration tools

**EMBL-EBI (Hinxton) - Senior Transfer Services Administrator, 09/2016 - 09/2017**

- Designed and deployed monitoring system.
- Double data traffic by removing or reinstalling overturned systems.
- Designed and deployed new logging system which increased logging success by more than 1000%
- Introduced the HPC team to code versioning, testing IaC and working with branches

**Atos (Global) - Technical Service Manager and Solutions Architect, 2015 - 2016**

- Automated deployments across thousands (~5000) of enterprise servers (Puppet, SaltStack).
- Led large enterprise upgrade strategies and helped secure additional revenue through PoCs.
- Evaluated existing ITIL procedures and made proactive adjustments to meet changing demands
- Defined enterprise processes and best practices and tailored enterprise processes for several apps
- Automated Iberian fiware.org OpenStack cluster using Salt-stack automation
- Provided 3rd level technical support and troubleshooting to internal and external clients

**Atos (Bull SAS - Barcelona) - Technical consultant and Team Leader, 2011 - 2015**

- Line manager for 5 FTE L1 Service Desk, delivering SPOC service for 4 big clients.
- Spearheaded the technical operations for the first novel Bull-Iberia in-sourcing service
- Organized several ITSM client operating procedures to funnel actions into a single ITIL service desk
- Monitored employee tasks to gauge business functions and inefficiencies
- Maintained authoritative knowledge at team level through continued education and ongoing training
- Presented clients with ROI estimations to drive project planning
- Authored best practices documentation for use in new personnel onboarding processes
- Collaborated with cross-functional teams to deliver successful product implementations
- Wrote detailed technical documentation for company products and services, including HPC support
- Supported successful sales strategies for complex engineering projects
- Organised and maintained customer focused director plans with strategies up to 5 years
- Assisted customers in troubleshooting product issues and provided timely technical support
- Cultivated and maintained strong relationships with customers to ensure positive experiences
- Organized product demonstrations and trial installations of equipment to promote products

**FBM Eurecat (Barcelona) - Technical Services Coordinator, 2007 - 2011**

- During my tenure the company grew from 50 to 250 employees, with an IT department of 6 people
- Planned and implemented several ITSM practices across a team of 4 Service Desk FTE
- Oversaw development and implementation of improvements to IT systems and services operations
- Worked with high-profile customer to select third-party vendor for IT infrastructures
- Maintained proper staffing skillset to guarantee timely and accurate deliveries
- Implemented early DevOps principles using tools like SVN and Dropbox before standard CI/CD pipelines became mainstream.

**FBM Eurecat (Barcelona) - Software Engineer, 2007 - 2008**

- C# , Java and perl developer
- Natural Language Processing development: shallow parsers and error correction tools

**Deutsche Bank (Sant Cugat del Vallès) - Lotus Notes Developer, 2006 - 2007**

- Rapidly prototyped new data processing capabilities into existing system

**CEUS (Barcelona) - Academy Teacher, 2003 - 2006**

- Created dynamic learning environment that valued instructor and student interaction

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## EDUCATION

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**Judge Business School Executive (Cambridge): Chief Technology Officer Programme, 2024 -2025**

**Judge Business School Executive (Cambridge): Steering complex projects 2025**

**Judge Business School Executive (Cambridge): Strategic thinking for the CXO 2025**

**University of Strathclyde (Glasgow) - Bachelor of Science: EEE project, 2006**

**Ramon Llull University (Barcelona) - Bachelor of Science: Computer Science, 2003-2005**

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## CERTIFICATIONS

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ITIL Foundation Level

AXELOS Global Best Practice, 2023 - 2026

PRINCE2 Agile® Foundation & Practitioner

PeopleCert, 2020

Oracle Database 11g OCA + OCP

Oracle, 2015

IT Service Management Foundation, based on ISO IEC 20000

EXIN, 2012

Red Hat RHCSA + RHCE

Red Hat, 2011 - 2016