

# Phillip D. Moore

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## About Me

I'm a Principal Engineer with deep experience leading the architecture and delivery of global-scale software systems. Over my career, I've worked across the entire production stack, from systems internals to user-facing platforms, with a focus on observability, resilience, and performance.

I've built and led high-throughput, customer-critical systems at Yahoo, Flickr, and Box. At Box, I founded the Edge Performance team, delivering a global edge network that significantly improved reliability and user experience. I operate at the intersection of software engineering, infrastructure strategy, and organizational influence, partnering closely with product and engineering leadership to align architecture with business outcomes.

I'm known for strong technical ownership, pragmatic problem solving, and creating high-functioning engineering environments through mentorship and collaboration. I've consistently mentored junior and senior engineers toward impact and autonomy, and I support Staff+ peers through strategic alignment and architectural influence. I bring a non-dogmatic mindset to technical decision making, balancing best practices with business needs. I stay committed to continuous learning as both a contributor and a leader.

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## Core Strengths

- Leading architecture and roadmap execution for large-scale distributed systems and hybrid cloud/on-prem compute platforms
  - Production systems engineering: infrastructure-as-code, CI/CD, observability
  - Deep software & systems expertise: UNIX/Linux, network protocols, platform code
  - Translating business goals into scalable, data-driven software strategies
  - Building high-trust cross-functional partnerships and mentoring early to mid-career engineers
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## Experience Highlights

### EarnIn

#### Senior Staff Site Reliability Engineer *September 2023 – Present*

- Designed and built a new architecture for an OpenAPI-driven API Gateway and edge infrastructure in AWS.
- Introduced foundations for an Operational Excellence program, including Developer Portal adoption, Operational Maturity and Service Scorecards, SLI/SLO adoption, deployment tracking, and self-service workflows for monitoring and observability.
- FinOps-related efforts to optimize AWS and Datadog expenditures.
- Created a virtual SRE AI/LLM assistant to streamline common SRE tasks, including SLI/SLO guidance.

### Marqeta

#### Senior Principal Infrastructure Engineer *June 2021 – August 2023*

- Migrated on-prem ingress services (F5) to a cloud-based edge managed with Terraform and CI/CD platforms.
- Developed customer-focused observability to improve customer experience.
- Launched new cloud infrastructure in the EU to enable expanding international business.
- Streamlined existing processes and new architectures with infrastructure-as-code tenets.
- Served as the technical lead and architect for the newly founded Edge Performance team.

## **Box**

### **Senior Staff Site Reliability Engineer / Edge Performance** *September 2018 – June 2021*

- Led technical vision for Edge Performance, defining strategy and scaling global routing infrastructure.
- Created technical roadmaps, team vision, prioritization, and reference architectures.
- Engineered advanced worldwide routing capabilities for performance, cost and resilience utilizing NS1 for DNS, Cloudflare and Akamai for CDN
- Developed a comprehensive strategy for Edge services, including load balancing, CDN integration, and traffic routing, to support a full cloud migration to GCP.
- Applied Edge expertise to deliver timely solutions with Product and Sales teams (DISA, FedRAMP, private peering).
- Delivered \$500k/year savings through targeted edge optimizations that improved customer performance and resiliency.
- Mentored teams and collaborated with product, engineering, and leadership teams to align technical strategies with company-wide goals and initiatives.

### **Staff Site Reliability Engineer / Edge Performance** *January 2015 – September 2018*

- Built worldwide Edge infrastructure (physical and cloud-based).
- Founded the Edge Performance discipline and team at Box.
- Built Linux-based L4/L7 load balancing infrastructure using IPVS, BGP anycast networking, and Apache Traffic Server (ATS) with HAProxy, later migrating to NGINX.
- Developed tooling for automation, metrics, and insights.
- Improved customer performance globally (Apdex, upload and download speeds).
- Applied data science techniques to guide new PoP placement for maximum customer impact.
- Delivered cost savings and ensured compliance (GxP, SOC, PCI, FedRAMP High, DISA).

## **Rackspace**

### **Linux Systems Engineer – Cloud Servers** *April 2013 – January 2015*

- Responsible for OpenStack Cloud observability and log analysis tools.
- Automated manual processes with Ansible and Puppet.

## **HomeAway Inc.**

### **DevOps Manager** *2012 – March 2013*

- Developed AWS cloud strategy for on-prem migration.
- Implemented blue/green deployment framework for services.
- Introduced Agile and Kanban methodologies to the organization, improving quality and velocity.

## **Yahoo!**

### **Senior Systems Engineer** *Flickr 2010 – 2012*

- Deployed and tuned various services (nginx, MySQL, Redis, etc.).
- Developed an nginx health check module to improve photo-serving failure recovery.
- Managed MySQL sharding and performance.
- Migrated manual deployments to a standardized and fully automated system.
- Conducted capacity and business continuity planning.

### **Senior Systems Engineer** *Yahoo Search Technology 2003 – 2010*

- Managed over 100,000 Linux servers in worldwide datacenters.
- Automated full service and node lifecycle processes.
- Authored Perl modules for service automation, node orchestration, and config management at very large scales
- Built software to support very large-scale service infrastructure.
- Engaged in business continuity planning and product design influence.

### **Systems Engineer** *Inktomi (Acquired by Yahoo!) 1999 – 2003*

- Managed high performance computing clusters for web search & web crawling.
- Developed infrastructure automation tools for managing thousands of cluster nodes.
- Migrated infrastructure from Solaris to Linux.

## **Additional Experience**

### **Supernews Inc / Remarq**

**Senior Unix Systems Administrator** Founding engineer for Supernews' first web-based application, Remarq.

### **Internet Doorway**

**Systems Administrator** Founding engineer for Mississippi's first statewide ISP.

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## **Education**

### **Mississippi State University**

**Computer Engineering** Emphasis in Programming and Computer Architecture.