Marco Musso

Sr. Observability Lead / SRE / DevOps Engineer

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Profile

With over 25 years of IT experience in various roles I can provide a wide range of experience.

I am currently employed as a Senior DevOps Engineer at Nearform with specific expertise in Observability. My current mission is to help customers in defining and implement observability solutions including migrating from one to the other mindful of best practices both on public cloud and on-premises datacenters.

As a DevOps expert I have extensive experience in integrating and adopting best-of-breed solutions for observability, using technologies such as Kubernetes, Elastic, Grafana, Prometheus, and more. I also have a strong background in cloud solutions, having worked with AWS and Azure and OpenStack for private cloud. I am passionate about IT, always eager to learn new things and committed to delivering high-quality solutions that improve the reliability and performance of systems. I also enjoy mentoring others, solving problems, and communicating clearly and effectively.

Experiences

Nearform [Full-time (2024-06), full remote] 2024-06 - now()

Senior DevOps Engineer Turin, IT

Life at Nearform is dynamic and fulfilling. I am actively engaged in migrating diverse observability platforms to Grafana Cloud thanks to our Grafana Labs partnership. Our clients include leading global organizations across a wide range of industries. This work demands a broad spectrum of expertise, from interpersonal and collaborative skills to cutting-edge technical proficiency.

KPN [Full-time (2022/3) / Part-time (2024), mostly remote] 2022-10 - 2024-05

Senior DevOps Observability Lead Amsterdam, NL

Supporting and extending the current Observability offering for various teams (company-wide but with a focus on B2C).

Gathering requirements and feedback from stakeholders.

Leading a team with effective planning balancing new requests and support activities.

Drafting and implementing the roadmap for Observability. Introducing innovations like

distributed tracing based on OpenTelemetry with an Elastic backend for hundredths of services with a heterogeneous language landscape and different requirements.

Member of the Elastic Customer Advisory Council 2024 for Observability.

Health and well-being 2022-05 - 2022-09
Taking some time off to recharge and to support my family. Amsterdam, NL / Turin, IT

Miro [Full-time, mostly remote] 2021-07 - 2022-05
Observability DevOps Engineer Amsterdam, NL

Supporting and expanding the AWS OpenSearch/Prometheus/Victoria Metrics/Grafana stack in a multi region configuration.

Infrastructure as code with terraform and configuration management with Ansible.

TomTom [Full-time, hybrid and then remote since 2019] 2015-11 - 2021-06
Site Reliability Engineer / Incident Commander Amstedam, NL

2020-03 / 2021-07 Site Reliability Engineer / Incident Commander

Consolidating SLIs on Grafana Cloud as part of the SRE effort to bring all services to a commong observability platform (for metrics). Participating in oncall rotation as Incident Commander and facilitating the adoption of a modern incident management workflow. Facilitate the adoption of Scalyr as the global logging platform.

2018-03 / 2020-03 Expert System Engineer

Support and evolution of monitoring/observability tools and logging platform, hybrid and cloud native deployments (IaC). Migration from Naemon to Datadog and from Datadog to Prometheus. Services migration to AKS on Azure.

2015-11 / 2018-03 Senior System Engineer

Evolution of the monitoring landscape (custom) and upgrade configuration management toolset (Puppet) to latest available version (private cloud based on OpenStack). Integration with alerting tools (Pagerduty). Hybrid deployments (bare metal/Openstack) for the central Elasticsearch cluster spread across two data centers.

Intesa Sanpaolo (as KM Consulting) [Full-time] 2009-03 - 2015-10
Moncalieri (TO), IT

2013-06 - 2015-10 Senior Technical Architect/Product Specialist

Migration of the existing performance portal for the Unix server farm from a Perl/CGI model to a MVC model with responsive design and RESTful APIs (main technologies: Mojolicious, Bootstrap).

Support for testing and development of a custom solution to scale the internet banking infrastructure according to load changes.

Adding a brain to Nagios: integration with Nodebrain (an OSS rule engine) to take KPI-based decisions on the underlying server farm (fronted/APIs developed with Mojolicious/Responsive Web Design).

2009-03 - 2013-05 Senior Technical Architect/Product specialist

Design, implementation and enhancements of a best-of-breed monitoring infrastructure for the Unix (HP-UX, AIX, Linux, Solaris) server farm.

Technologies: HP Operations, Nagios (Core, mod_gearman, gearmand, custom scripts)

KM Consulting [Full-time] 2005-02 - 2015-10

Owner Turin, IT

I provided value-added services to my customers on monitoring infrastructure solutions and integrations (with occasional custom development).

Additional service for small business and banks, hotels and hospitals:

- document management with IBM/Kofax solutions
- open source solutions for collaboration
- enterprise-grade Monitoring solutions with custom implementations and scaling capabilities

BSC Consulting S.p.A. [Full-time] 1998-11 - 2005-02

Business Unit Manager Turin, IT

As a Business Unit Manager for the Service Assurance business unit (monitoring and service level management solutions) I was leading a team of 6 consultants.

Technologies: HP OpenView suite of solutions. HP-UX sysadmin for medium to big customers.

Dataconsult [Full-time] 1998-05 - 1998-11

PL/SQL Programmer Turin, IT

As my first job I started programming data validation procedures for one of the biggest marketing database of FIAT auto.

Brigata Alpina Taurinense (Alpine Troops) - Compulsory military service [Full-time] 1996-07 - 1997-06

Staff Recruiter Turin, IT

I was in charge of the recruiting for office and IT-related staff.

Projects

Feedsushi [rss reader, discontinued] 2013 - 2015

In the ex-Google Reader afterworld a simple but powerful way to read RSS feeds!

Web interface and native iOS app in collaboration with Claudia Grilli.

Fork of Tiny Tiny RSS with backend on AWS, custom implementation to add a payment capabilties and management of user subscriptions.

Skills

Here is a list of skills/tools/technologies I am currently using (or I used in the past).

Observability	Elastic stack / Prometheus+Alertmanager / Grafana / Victoria Metrics / (Datadog) / (Naemon)
CI/CD Pipelines	Gitlab / Github / (Azure DevOps)
Cloud providers	AWS / Azure / Linode
Languages	Python / bash / Go
IaC	terraform / terragrunt / packer
GitOps/CfgMgmt	Ansible / Flux / (Puppet)
Orchestration	Kubernetes / (Docker Swarm)

Education

University of Turin 1990 - 1998

Computer Science Master

Thesis: *Analysis and implementation of a VOIP application for Solaris Workstations based on the GSM audio codec (CDE Application builder/C language)*.

ITIS Arti e mestieri 1984 - 1989

Computer Science High SChool

My first official learnings about computers after the experience at home with the Commodore 64 (BASIC and POKE'ing around later followed by the Amiga). Learned all the basics and Pascal programming on a DEC VAX-11/730.

Certificates

Microsoft Azure Fundamentals

Microsoft 2020

Basic certification as a starting point to work with Azure services during the onboarding of TomTom services.

Microsoft Certified Professional

Microsoft 1999

Issued during my involvement in the Microsoft Exchange project of Magneti Marelli (deliverd in partership with Microsoft, HP Consulting and BSC Consulting).

Languages

Italian [Native] / English [Professional] / French [Basic]

Interests

I like to experiment with new technologies to play with my homelab which I use (also) to collect and store IoT data in a Victoria Metrics cluster running on a private Kubernetes cluster. Grafana is used as the presentation and alerting layer.

Occasionally I write posts on my technical blog.

One of my pet projects is to track consumed media (movies, TV series, book) to explore their relation and watching sequence.

Since 2022 I organize my ideas and tasks with Obsidian after trying Notion for almost a year.

As often as possible I'd like to travel and stay in touch with nature.

My favorite sport is table tennis and I played competitively until 2014.

Reading (books / comics) / Movies / TV Shows / Traveling / Hiking

References

For references please see my LinkedIn profile.