

# F. Grahame Murray

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## SUMMARY

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Senior Principal Software Engineer with extensive experience building scalable systems, internal platforms, and developer-facing tools. T-shaped professional with broad technical range and deep platform engineering expertise, leading architecture efforts and driving cross-functional impact across infrastructure and application domains.

## HIGHLIGHTS

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**Platform Engineering Leader:** Delivered self-service platforms to hundreds of enterprise teams

**Full-Stack to Infrastructure:** Hands-on expertise across application, platform, and infrastructure

**Engineering Director:** Led multi-region teams building cloud control planes at Fortune 500 scale

**Developer Experience Champion:** Drove platform adoption through enablement and evangelism

## EXPERIENCE

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### Technical Consultant

*March 2025 - Present*

**GrayM Systems** — Raleigh, NC

- Short-term consulting engagement providing cloud architecture and platform strategy for growing technology company

### PROJECTS

- ▶ [LangGuessr](#)
- ▶ Cloud Architecture Engagement

- Built demonstration applications using Svelte, Python, and serverless infrastructure to maintain hands-on expertise
- Applied enterprise-grade architecture patterns to help optimize cloud infrastructure and development workflows

## Distinguished Engineer

November 2024 - February 2025

**Progress Software** — Raleigh, NC

*Digital Experience, ShareFile, Engineering*

- Progress Software bought ShareFile from CSG
- Helped with transition, cross training, and writing documentation

### PROJECTS

- ▶ Transition

## Senior Principal Software Engineer

August 2022 - October 2024

**Cloud Software Group** — Raleigh, NC

*ShareFile, Solution Platform, Engineering*

- Started at Citrix but was soon acquired by CSG
- Evaluated and selected Integration PaaS vendor
- Designed a new enterprise architecture for ShareFile
- Built system-wide event bus using DAPR, Kafka, and Cloud Events that triggers Domino Workflows
- Architected several microservices using Pirial, React, NestJS, NodeJS, DAPR, Kafka, and MongoDB such as Integrations, Information Intake, Data Tables, and User Defined Forms
- Organized and ran architecture review boards and design committees to facilitate collaboration
- Evangelized internal platform architecture as a product, driving cross-team adoption and enabling scalable self-service capabilities across Engineering, Product, and Design
- Mentored engineers, participated in design and code reviews, actively explored the next solutions, and fixed the tougher problems
- Introduced Backstage as a developer knowledge base and architecture portal

### PROJECTS

- ▶ Enterprise Architecture
- ▶ Integrations
- ▶ Event Bus
- ▶ Information Intake
- ▶ User-Defined Data Tables

## Director - Lead Engineer

May 2020 - August 2022

**Deutsche Bank** — Cary, NC

*CTO, Cloud Services, Core Engineering*

#### PROJECTS

- ▶ GCP Control Plane
- ▶ Landing Zones
- ▶ Module Authoring Framework

- Completed Global Enterprise Engineer program to be in the top 5% of the bank's engineers
- Created and led a multi-region engineering team to build and operate a GCP Control Plane
- Designed internal Landing Zone platform as a product, enabling developer self-service and safe, policy-driven GCP provisioning via GitOps workflows with GitHub Actions and Terraform Enterprise
- Secured Terraform Enterprise with SAML, OAuth against AAD and later GitHub OIDC to meet banking regulations
- Architected mechanisms to allow the platform to be safely extended by the community via inner-sourcing
- Delivered Landing Zones to 250+ application and infrastructure teams
- Constructed standardized Terraform module authoring framework
- Regularized GCP organization management via Terraform Infrastructure as Code
- Drove platform adoption through enablement campaigns—producing docs, training, internal events, and cultivating platform champions across 250+ engineering teams
- Participated in compliance audits

### **Vice President - Lead Engineer**

February 2019 - May 2020

**Deutsche Bank** — Cary, NC

*Global Transaction Banking, Digital Office, Data Platform*

#### PROJECTS

- ▶ GTB Data Platform

- Created a Data Platform out of native Azure components, namely Databricks, DataLake, SQL DataWarehouse, EventHub, Monitor, and AzureML
- Automated and orchestrated Data Platform using Azure DevOps, Terraform, Docker, and Ansible
- Evaluated Cloud Custodian in Azure

### **Senior Principal Software Engineer**

#### PROJECTS

*September 2016 - February 2019*

**Nuance Communications** — Raleigh, NC

*Automotive division, Cloud Reliability Engineering,  
Infrastructure team*

- ▶ Mobile Compute Platform
- ▶ Mobile "Visibility" stack
- ▶ Mobile Shared and Core Services
- ▶ Jenkins 2.0 CI/CD pipelines
- ▶ Kubernetes Sensus Checks
- ▶ Swype Connect

- Swype's Connect Operations team moved to the hosting group for the Mobile division, which later became to the new Automotive division
- Remained in 1st tier on-call rotation for Swype Connect
- Implemented Foreman for system management and provisioning of bare metal, ESX, and Azure instances
- Deployed infrastructure world-wide in Azure using purpose-built and reusable Terraform modules
- Integrated Katello for management of system and application content across all datacenters
- Rolled out FreeIPA to centrally manage SSL certificates, Kerberos, DNS, system auth (sssd), and application auth
- Designed and built proof-of-concept multi-tenant compute platform using Mesos, Marathon, Consul, Calico, HAProxy and Docker to support auto-scaling and blue-green deployments of microservices
- Architected a solution to provide applications and systems "Visibility" for our customers using ELK for logs, Graphite for metrics, and Sensus for alerts
- Built and maintained centralized, per-datacenter, secure, multi-tenant, ELK-stack clusters for "Visibility" using Elasticsearch, Kibana, Logstash, ElastAlert, and ReadonlyREST
- Created go app that generated Sensus checks for services running inside Kubernetes, querying API for services annotated with configmaps that describe alert thresholds
- Deployed Jenkins 2.0 integrated with GitLab for CI/CD. Built shared pipelines (as code) to build all our RPMs, Docker images, and Puppet modules
- Made and/or used rspec-tested Puppet 4 modules to deploy all of the above
- Authored Puppet 4 "base" system module to manage all fundamental aspects of our systems, including puppet, mco, auth, sshd, time, osquery, limits, firewall, auditd, packages, sysctl, monitoring, logs, SELinux, DNS, and metrics
- Used Packer to bake Azure images for faster provisioning

- Setup a CI/CD pipeline to package each customer's "visibility" configurations (Kibana dashboards, Logstash configs, ElastAlert rules, and Grafana dashboards) and install them on the appropriate clusters
- Documented our platforms and stacks, evangelized them to our customers, and assisted with customer on-boarding

## Principal Software Engineer

*January 2012 - September 2016*

**Nuance Communications** — Durham, NC

*Mobile division, TextIO R&D, Connect Operations team*

### PROJECTS

- ▶ Swype Connect
- ▶ Language Lab

- Swype was acquired by Nuance!
- Continued the development and improvement of the Swype Connect API, with the main focus on performance, allowing us to scale to hundreds of millions users
- Improved visibility of our connected services, using Graphite, statsd, collectd, Grafana, Kibana, and SNMP, giving us insight and trending data into how our application is performing and being used
- Switched from EC2 Auto-Scale to a Puppet managed, but manually scaled system
- Migrated SwypeConnect from AWS to an in-house, managed ESX cluster
- Used Hadoop and Pig to mine Cassandra for application usage and trend data
- Built second API in Go, wrapping core business logic written in C, to support real-time predictions in the cloud
- Assumed responsibility of legacy Java/Spring language database management system
- Built server support for on-device storefront
- Deployed and support applications in Chinese datacenters

## Senior Systems Engineer

*June 2011 - December 2011*

**Swype** — Durham, NC

*Engineering, Connect Operations team*

### PROJECTS

- ▶ Swype Connect

- Came on board to lead the effort of building a high-scale web-service to support tens of millions of mobile transactions per day, to enhance phones using the Swype keyboard

- Built a multi-datacenter, geographically redundant, Python/WSGI web-service to support millions of write-heavy requests per day, backed by a similarly redundant Cassandra cluster
- Hosted in Amazon Web Services, for ease of build-out and managed infrastructure, utilizing EC2, AutoScale, CloudFront, CloudWatch, S3, Route53, RDS, ElasticCache
- Used EC2 auto-scaling to ensure a timely response to customer demands
- Built a true DevOps team, using PagerDuty, Nagios, Graylog, SyslogNG, and EC2, plus our stateless custom web service that we both developed and operated in Production

## COMPUTER SKILLS

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**Programming Languages:** Python, Javascript/TypeScript, Go (Golang), Java, Bash

**Databases:** Cassandra, MongoDB, MySQL/Maria, PostgreSQL, MS SQL

**Cloud Platforms:** Google Cloud Platform (GCP), Amazon Web Services (AWS), Microsoft Azure

**Data Systems:** Kafka, Redis, Databricks, Bigtable

**Development:** React, Svelte, Node.js, NestJS

**CI/CD:** Git, GitHub Actions, GitLab

**Infrastructure:** Kubernetes, Docker, Terraform, DAPR, Helm

## EDUCATION

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**Goucher College** — Towson, MD

BA in Computer Science

Courses in Java, LISP, 3D Graphics, A.I., Assembly, Software Engineering, Algorithms, Hardware Architecture, Computation

**University of Delaware** — Newark, DE

Graduate & Undergraduate Courses in Computer Science

Courses in C, C++, Compiler Design, Computer Graphics, Multimedia Design

## REFERENCES

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Available upon request