Nigel Gibbs

Forward Deployed Engineer

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Professional Summary

Engineer who builds, deploys, and supports software directly in customer environments. Full-stack across the stack — Go, Flutter, Terraform, Kubernetes, LLMs — from greenfields design to production operations. Delivered mission-critical platforms for UK government, built a modular SaaS framework from scratch, and shipped cross-platform mobile apps to app stores. Comfortable working directly with stakeholders, solving ambiguous problems, and iterating fast in production.

Professional Experience

Founder / Principal Platform Engineer — PERMANENT

Gibbsoft Ltd, South Tyneside, UK — ***(January 2024 - Present)***

Building platform software, developer tooling, and customer-facing applications end to end. Gibbsoft Ltd is Cyber Essentials Plus certified.

- Designed and built **GoatKit**, a modular SaaS framework with YAML-based dynamic routing, plugin architecture (WASM + gRPC), auth, DB abstraction, and hot-reload — powering multiple customer-facing products from a single codebase. Built 10+ extension modules (billing, payments, subscriptions, LLM integration, notifications, maps, media) for a future commercial Enterprise version.
- Built and shipped **GoatFlow**, a multi-tenant helpdesk platform on top of GoatKit with multi-queue ticketing, customer portal, SLA management, dynamic reporting, and MCP integration.
- Shipped **Radiophonia**, a cross-platform streaming radio app in Flutter (Linux, macOS, Windows, Android, iOS) with Firebase sync, song history/timeline, and music recognition.
- Built **ORAC**, a self-hosted TTS/STT voice pipeline with custom synthesis and transcription API endpoints.
- Designed and deployed a **2-node DGX Spark cluster** with 400 Gbps RDMA interconnect running vLLM, Ollama, and custom inference pipelines for LLM-powered features across multiple products.
- Built and operated **self-hosted infrastructure** including Gitea, n8n workflow automation, Cloudflare tunnels, Docker Compose stacks, and CI/CD runners across Linux, Windows and Mac.

Forward Deployed Engineer — CONTRACT

(UK government client), (hybrid / remote) — ***(April 2024 - April 2026)***

- Designed, developed, shipped and supported **2 specialised cloud-based systems** for a UK government client on AWS using Terragrunt, OpenTofu, Python and Docker.

Forward Deployed Engineer — PERMANENT

(UK government client), (onsite) — ***(June 2023 - December 2023)***

- Led the design and development of a cloud-based solution for a UK government client using **Terraform, BASH, Docker and Kubernetes**.

Senior Site Reliability Engineer — PERMANENT

(UK government client), (remote) — ***(January 2021 - June 2023)***

- Designed and built a **Kubernetes-native PaaS** that enabled self-service application deployment via GitOps workflows (ArgoCD + Helm). Delivered an integrated stack including:
  - Kubernetes cluster provisioning and administration
  - GitOps deployment pipeline with automated sync, drift detection, and rollback
  - Centralised monitoring (Prometheus/Grafana) and logging (Loki/Elastic)
  - Secrets management with automated rotation
  - Helm chart repository and standardised application templates
  - Developer self-service via ArgoCD UI — teams manage their apps entirely through git

DevOps Lead Engineer — CONTRACT

UK Research and Innovation (UKRI), Swindon *(October 2019 - January 2021)*

Working with UKRI to **architect, build and maintain secure infrastructure on public cloud (AWS)**. Regularly using Terraform, Ansible and Kubernetes/OpenShift.

Lead DevOps Engineer — CONTRACT

Innovate UK, Swindon *(April 2018 - September 2019)*

Working with Innovate UK to **define, implement, manage and maintain Cloud infrastructure**. Working with suppliers and other Stakeholders to ensure fit for service architecture/processes are implemented. Built and configured new server platforms and infrastructure using Terraform, Ansible and Kubernetes/OpenShift on AWS.

Digital Head of Technology Operations — CONTRACT

Department of Work and Pensions, GOV.UK (DWP), Newcastle Upon Tyne (December 2017 - April 2018)

Building cloud infrastructure on AWS using Terraform and Puppet to host various public facing pension services such as **Check Your State Pension** and **Get Your State Pension**.

DevOps Lead Engineer — CONTRACT

Innovate UK (via M4 Managed Services), Swindon *(November 2016 - December 2017)*

Define, implement, manage and maintain Cloud infrastructure. Built and configured new server platforms and infrastructure using Terraform, Ansible and Kubernetes/OpenShift on AWS. Identification and development of resources to establish a sustainable internal capability for long term DevOps and hosting needs.

Senior WebOps Engineer — CONTRACT

GOV.UK PAY, GDS, London *(August 2016 - November 2016)*

Part of Government-as-a-Platform (GaaP): helped **build an enterprise-class payments platform using Terraform, Chef and Ansible with Docker around Jenkins on AWS**.

DevOps Consultant — CONTRACT

NHSBSA (via IndigoBlue), Newcastle Upon Tyne *(January 2016 - July 2016)*

Formed a scrum team from previously siloed resources and led them through the design and implementation of a **greenfields CI/CD system based around GitLab-CI, Terraform and Ansible in the Skyscape vCloud.**

Puppet SME — CONTRACT

UCAS, Cheltenham *(April 2015 - October 2015)*

Devised scalable masterless implementation on AWS. Extensive remediation work on estate of over 100 Puppet modules. **Wrote a Windows Webfarm custom type/provider in Ruby and Powershell.**

Cloud Architect — CONTRACT

Symantec.cloud, Gloucester *(February 2014 - April 2015)*

Implemented configuration management using **Python**, and later **masterless Puppet** in very constrained environments.

Senior Linux Engineer, DevOps — PERMANENT

NTT Com Security AG, Theale, Reading, Berkshire, UK *(March 2012 - January 2014)*

NTT is the 5th largest IT Services Company in the world.

- **Writing Puppet modules and manifests**, both in PE and Puppet open-source.
- **Writing automation scripts** in BASH, PERL, Ruby and Python.
- **Linux build and configuration management** using RedHat/CentOS with Cobbler and Puppet.
- **Provided a consistent and stable platform for NTT Com Sec's market leading Managed Security Service.**
- **Project Manager and Technical Lead for a data centre migration with a budget of £1M.** Led the design and implementation of a security focused scalable enterprise class physical and virtual infrastructure.

DevOps Engineer **PERMANENT**

Moreover Technologies Inc, Dayton, Ohio, USA ***(June 2009 - February 2012)***

Moreover harvest over 2.5 million articles and posts per day for the award-winning Newsdesk product.

- **Headed up the Infrastructure team, building and managing 400+ physical and virtual Linux servers** across the USA, UK and Amazon AWS/EC2.
- **Designed and implemented a scalable enterprise class VMware vSphere solution with tiered Equallogic SAN storage**, achieving a p2v ratio of 25:1.
- **Planned, managed and led the migration of Moreover's New Jersey data centre to Dayton Ohio** without significant downtime.
- **Standardised VM builds on RHEL/CentOS 64-bit using Kickstart scripts over PXE** (Cobbler).
- **Worked closely with the development team in an Agile environment** supporting Linux, SQL, Java, PERL, Apache, Nagios, Cacti.

Earlier Career

Founder **CONTRACT**

Gibbsoft Ltd ***(March 2008 - June 2009)***

Independent IT contractor.

- **VMware ESX, SANs and Linux/Windows Server deployments** on behalf of PCI Services Ltd.
- **RHEL5 Clustering/SAN implementations** and support on behalf of NCS PLC & Moreover Technologies.
- **Business Continuity Planning consultations** to the NHS and various service and manufacturing organisations.

Data Centre Manager **PERMANENT**

IT Professional Services Ltd ***(January 2003 - February 2008)***

ITPS is a leading North East IT VAR/solutions house with 75 staff and ~£8.5M turnover.

- **Developed the Data Centre architecture almost from scratch** to a respected tier-2 (TIA-942) facility across 3 locations, housing 200+ servers for 50+ customers with 5 engineers.
- **Designed and deployed significant solutions architecture** for ITPS and their clients.
- **Greatly improved uptime and service levels** by facilitating 24-hour support and introducing automated monitoring and alerting systems.
- **Managed substantial consultancy projects** end-to-end on schedule and to budget (GAC Shipping, NHS, Swissport).
- **Built a formidable 3rd line support team** by training and mentoring junior staff.
- **Introduced HRM** company-wide, holding the HR Manager role for the latter 2 years.

Engineering Production Manager **PERMANENT**

VeriSign Inc ***(March 2001 - June 2002)***

VeriSign had a ~$8B market cap, 4000+ employees across 15 countries — market leader in Internet security, DNS and e-commerce.

- **Increased VeriSign's commercial presence** by leading the Production Team through the full SDLC for internationalisation and roll-out of pan-European Internet storefronts.
- **Achieved 99.99% SLA uptime** by designing, implementing and operating 24-hour monitoring of business-critical systems.
- **Secured revenue streams** by installing, maintaining and ensuring constant operational and security states of all customer-facing Internet systems.

Projects Manager **PERMANENT**

Domainnames.com ***(Oct 2000 - March 2001)***

Managed IT projects to completion on time and to budget.

- **Managed domain registration and web hosting infrastructure projects** for enterprise clients, delivering on time and to budget.
- **Coordinated cross-functional teams** including developers, sysadmins and account managers to ensure smooth project delivery.

Senior IT Consultant/Trainer — PERMANENT

MTC Computer Training & Consultancy — ***(1992 - 2000)***

Delivered official curriculum courses targeted at System Managers and IT Professionals in corporate IT departments.

- **Delivered training across the Microsoft and Novell curriculum** to IT professionals in corporate environments across the UK.
- **Developed custom courseware** for advanced system administration topics beyond standard vendor materials.

Software Training Officer — PERMANENT

MARI — ***(1986 - 1992)***

Developed and delivered training courses in SDLC management, C, PASCAL and Unix Shell Scripts.

- **Developed and delivered training in C, PASCAL, Unix Shell Scripts and SDLC management** to software engineers across the organisation.
- **Authored technical training manuals and course materials** used company-wide for software development process education.

Education

University of Sunderland

Sunderland, UK

Post Graduate Diploma in Human Resource Management	2008
Post Graduate Diploma in Information Technology Management	2004
Post Graduate Certificate in Management of Information Technology	2000
Bachelor of Arts in Information Technology	1997
BTEC HNC (transferred to BAIT) in Information Technology	1992

Expertise

- Infrastructure as Code
- Cloud Architecture (AWS)
- Kubernetes / Container Orchestration
- Platform Engineering & SaaS Frameworks
- CI/CD & Developer Tooling
- LLM Integration / MCP

Programming & Tooling Skills

- Full-Stack Software Engineering
- Terraform / Ansible / BASH / Puppet / Docker
- Python
- Go / Dart/Flutter / Ruby
- SQL
- JavaScript / TypeScript / C / PERL / PowerShell

Personal Projects

- **GoatKit** — Modular SaaS framework with YAML routing, plugin platform (WASM + gRPC), auth, DB abstraction, and hot-reload. Forms the platform for GoatFlow and will be released separately at a later date.
- **GoatFlow** — Full helpdesk platform with multi-queue ticketing, customer portal, SLA management, dynamic reporting, MCP integration, and plugin ecosystem. Ships as GoatKit extensions. github.com/goatkit/goatflow
- **GoatKit Extension Modules** — 10+ modules — billing, invoicing, payments, subscriptions, LLM, TTS, notifications, devices, content feeds, maps, media — as containerised microservices.
- **DGX Spark Cluster** — Two-node cluster with 400 Gbps RDMA interconnect running vLLM, Ollama, and custom inference pipelines for LLM deployment.

- **Radiophonia** — Cross-platform Flutter app (Android, iOS, macOS, Windows) with Firebase sync, song history/timeline, music recognition. Published to app stores.
  radiophonia.app
- **Quotes Clock** — IoT project using a 7.5" 4-colour e-ink display. Displays a unique curated quotation for each minute of the day on a rotating schedule.
  github.com/gibbsoft/quotes-clock

Certifications & Awards

Hashicorp Certified Terraform Associate	2022
Microsoft Azure Fundamentals	2022
AWS Solutions Architect Associate	2020
CISMP (Certificate in Information Management Principals)	2020
PPC (Puppet Certified Professional)	2017
CSM (Certified Scrum Master)	2014
VCP5.5 (VMware Certified Professional)	2014
VCP3 (VMware Certified Professional)	2008
CITP (Chartered IT Professional)	2008
Member of IET	2007
Member of BCS	2007
ITIL Foundation	2007
PRINCE2 Foundation	2004
Microsoft MCSD	1999
Microsoft MCSE4	1996

Languages

English — Native

Interests

I build things. When I'm not building software, I'm building labs — DGX clusters, self-hosted infrastructure, IoT projects, retro computers. I ship open-source and commercial software (eg. GoatFlow, Quotes-Clock, Radiophonia) and contribute to community projects. Outside tech, I enjoy movies, exploring the outdoors, and spending time with family and friends.