

Christophe Delattre

Lead Site Reliability Engineer

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Reliability-focused infrastructure engineer with over 15 years of experience building and operating large-scale, mission-critical systems — 13 of them at Amadeus, the global travel-technology leader. My path runs from a dedicated Service Reliability Engineer role to technical lead of a network-automation team, which I helped grow from 2 to 14 engineers by taking part in its recruitment. I engineer reliability into platforms with infrastructure-as-code (Terraform, Ansible), Kubernetes/OpenShift, CI/CD automation and end-to-end observability (Prometheus, Grafana), and I own the change- and incident-management processes that keep services safe to operate. Working across on-prem and cloud (Azure, AWS, OpenStack), I turn manual, error-prone operations into self-service, automated infrastructure.

Work Experience

Senior Lead Principal Engineer — Network Automation Platform (AUD) — Amadeus IT Group

Dec 2025 – Present · Munich, Germany

Leading the evolution of the AUD network-automation framework — which I originally designed and built — into a generic, open-source product: re-architecting its model to fit any use case beyond internal Amadeus needs, while keeping security and governance under control.

- Re-designing the AUD data model and architecture to be generic and use-case-agnostic, so it fits any network-design scenario rather than only internal Amadeus ones.
- Driving cross-organisation requirement gathering and validating the new model against those requirements, planning the project to also satisfy internal needs, security and governance.
- Proposed multiple architecture and design options and delivered graphical tooling to help users design networks with the new model.
- Authored the high-level design and low-level specifications and started implementation, with CI on GitHub and GitHub Actions.
- Chose PostgreSQL as the backend and defined its operational procedures, SLOs and observability, backed by performance studies across the target use cases.

Senior Lead Site Reliability Engineer — Platform Integration — Amadeus IT Group

Jan 2024 – Dec 2025 · Munich, Germany

Led the reliability-focused integration of a newly acquired hotel-technology product into the Amadeus engineering standards — migrating its bespoke tooling, processes and platform to ensure a smooth transition with uninterrupted service continuity.

- Built CI/CD pipelines with Jenkins and GitHub Actions to produce consistent, repeatable deliveries for the acquired product.
- Standardised deployments on Helm umbrella charts and ArgoCD (GitOps), and evaluated a replacement for the legacy software-promotion process.
- Integrated end-to-end observability — metrics and monitoring with Prometheus, alerting with Alertmanager, and centralised logging with Splunk.
- Migrated applications from virtual machines to Kubernetes, and planned major platform evolutions including Kubernetes cluster creation and migration.
- Integrated the product with the Amadeus change-management process and reviewed and adapted the incident-management process for the combined organisation.
- Reworked platform access controls — more visibility for developers, tighter control for SREs — and delivered self-service ephemeral environments for developer integration testing.
- Worked within a 10-person team across three regions (Americas, Europe, India) and helped recruit two engineers in India.

Senior Technical Manager — Network Automation — Amadeus IT Group

Dec 2019 – Dec 2023 · Munich, Germany

Technical lead within the Network Automation team, which provides and operates the network infrastructure behind all Amadeus products. Helped shift the team from manual, change-heavy network operations toward a self-service, software-defined networking (SDN) model, building the frameworks that let users declare their network needs and have devices configured automatically.

- Technical lead of the team: set technical direction and helped grow it from 2 to 14 engineers by taking part in recruitment and ramp-up.
- Designed and built AUD (Amadeus Unified Descriptor) from a blank page — an OpenAPI-modelled data structure and orchestration layer (Azure Functions, multi-layer caching) that became the backbone for firewall, NSG, OVN and security-dashboard automation.
- Reduced change risk by automating the change-management process for the AUD applications (Viewer, API, Orchestrator) through ServiceNow, replacing manual approvals with auditable workflows.
- Established reliability guardrails across all framework Python services: code-quality standards, test strategies, KPIs, monitoring and alerting, and patch management.
- Authored operational runbooks and incident/problem-management procedures so operations teams can run the AUD framework and respond to incidents independently.
- Delivered DNS automation (record creation) on-prem via Ansible/AWX to a shared standard, then handed it over to the DNS team as a self-service capability.
- Achieved PCI compliance for the framework and delivered the CCB Approval Viewer giving change-review boards real-time visibility into technical-request progress.

Senior Data Scientist (DevOps) — Platform Reliability — Amadeus IT Group

Sep 2017 – Dec 2019 · Munich, Germany

Owned the platforms and delivery processes behind the Airline Data unit's analytics and machine-learning products — running the infrastructure and reliability side of data science rather than the modelling.

- Stream owner for the DSC (Data Science & Consulting) cluster: architecture, capacity planning and operations for a virtual team of 5 across 3 teams.
- Built full CI/CD for cluster deployment and lifecycle management (Jenkins, Azure DevOps) with Prometheus monitoring integration and managed releases.
- Stream owner for the Data Science Platform (DSP) v1: defined and automated it on OpenStack, including data-flow orchestration.
- Led the evaluation and rollout of notebook platforms (JupyterHub, Zeppelin), proving them out on Kubernetes/OpenShift through to user acceptance and release.
- Industrialised delivery: standardised delivery pipelines and development workflows; ran Hadoop/AWS EMR clusters for performance testing comparison with on premise and a GPU PoC for security anomaly detection.

Service Reliability Engineer — Amadeus IT Group

May 2015 – Sep 2017 · Boston, USA & Munich, Germany

Responsible for continuous service delivery of the InterContinental Hotels Group platform — a brand-new technology stack in new datacenters built to meet challenging SLAs while keeping maintenance cost down.

- Owned service continuity against contractual SLAs: defined and validated deployment strategies and fully automated deployments on Jenkins CI to remove manual, error-prone releases.
- Built infrastructure-as-code from the ground up — Infrastructure-as-a-Service on OpenStack/VMware, bootstrapped with Heat, Terraform, cloud-init and Puppet, with applications deployed on Red Hat OpenShift.
- Designed and validated non-functional and functional monitoring and alerting; developed OpenShift and Oracle monitoring and SoapUI/Jenkins-based synthetic monitoring, with a fully automated Nagios setup.
- Hardened data-tier resilience: multi-datacenter Oracle design (single instance with Data Guard replication) and full installation automation via Ansible and Puppet.

Software Developer — Operational Tooling (Lead) — Amadeus IT Group

Apr 2013 – May 2015 · Munich, Germany

Lead developer of an operational tool suite that helps front-line teams manage incidents efficiently and reduce recovery time.

- Developed intelligent recovery processes providing fast, global and secure recovery actions to cut incident recovery time.
- Reviewed and improved the architecture to meet SLAs; proposed a multi-datacenter Couchbase design with a lightweight front-end to reduce latency for remote sites (Sydney, Miami).
- Migrated the project to open-source tooling (Git/Stash, JIRA, Confluence) with Jenkins CI automatic-check tasks, opening contribution to other Amadeus sites.
- Introduced software-quality and release-management practices: versioning-to-CI release process, code coverage, Checkstyle/FindBugs/PMD gates, and early Vagrant/Docker test environments.

Software Consultant — Middleware Products Owner — Orange

Jan 2011 – Apr 2013 · Sophia-Antipolis, France

Middleware products owner for the Orange portal search-engine backend, working alongside a DevOps team on the interfaces between applications and the monitoring/automation tooling.

- Specified and built a multithreaded inter-process communication framework — the entry point for monitoring and automation — improving performance, robustness and response-time SLA compliance.
- Coordinated a team of 3; redesigned a multi-datacenter caching synchronization system and a request analyzer that reduced payload between front and back ends.
- Evaluated Elasticsearch for continuous indexing migration and built XML/RDF data-centralization tooling for semantic-database integration.

Software Engineer — R&D — AUGIER S.A.

Jan 2008 – Jan 2011 · Carros, France

Embedded and client software development for airfield and public-lighting monitoring and control systems.

- Developed embedded software to read sensor state and control airfield lighting, plus a rich client for control-tower monitoring.
- Owned a public-lighting monitoring project end to end for customer EDF: specification, development, planning and budget control.

Skills

Reliability & Observability: Prometheus, Grafana, Nagios, Zabbix, Datadog, ITIL, cProfile, Valgrind

Infrastructure as Code & Cloud: Terraform, Ansible, Puppet, OpenStack, Azure, AWS, GCE, Heat, cloud-init

Containers & Orchestration: Kubernetes, OpenShift, Docker, ArgoCD

CI/CD & Automation: Jenkins, Github Actions, ArgoCD, Artifactory, Renovate, Sonar, Prisma, Semantic Release, Tox

Languages: Python, Go, C/C++, Java, Scala, Shell, Perl

Datastores: MongoDB, Couchbase, Oracle, PostgreSQL, MySQL, HDFS (Cloudera, MapR)

Ways of Working: SAFe, Agile, Change management, Incident & problem management, Test strategy

Education

Engineer's Degree (Master's level), Computer Science & Electronic Engineering — ISEN Toulon (final year at Université de Sherbrooke, Canada)

Sep 2001 – May 2007 · Toulon, France

Certifications

- ITIL Foundation — AXELOS

Languages

- French: Native
- English: Professional / fluent
- German: Conversational

Hobbies & Misc

Hobbies: Sport: badminton. Music: completed formal music-theory studies; plays piano and trumpet.

Misc: Driving licence: category B (car).