MICHAEL DODWELL

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LinkedIn Profile

SENIOR SOLUTIONS ARCHITECT
Broad industry experience and insight into business needs, consolidating management and technical

RHEL | DEVOPS | AGILE METHODOLOGIES | LARGE-SCALE CLOUD DEPLOYMENTS | CONTINUOUS DELIVERY INFRASTRUCTURE AS CODE | SCRIPTING | SYSTEMS MANAGEMENT & ENGINEERING | MIGRATION PROJECTS INCIDENT MANAGEMENT | CULTURAL PHILOSOPHIES, PRACTICES & TOOLS | INFRASTRUCTURE MANAGEMENT PROCESSES

Senior Systems Administrator, Code Jockey, Database Administrator and Leader combining technical expertise with astute management experience, influencing collaboration between technical and non-technical management and teams. Exceptional ability to communicate and engage with non-technical managers, facilitate inter-departmental interactions and guide conversations through critical understanding of business and finance requirements. Hands on manager in supporting staff throughout architecture and solution design activities.

- **Deep understanding of issues and solutions** combined with excellent ability to analyse, isolate and interpret business needs and develop technical solutions within tight timelines and challenging situations, with minimal client impact

- **Excellent communication skills able to clearly disseminate information and benefits across all levels,** bridge the gap between technical and non-technical disciplines and to clearly present concepts, methodologies and outcomes to internal and external stakeholders

- **Thought leader, trainer and mentor, minimising 'overwhelm', expanding thinking** and empowering management and teams through technical knowhow and adjusting communications to engage this broad audience

- **Change agent, inspiring perseverance** for identifying the best not the quickest solution and building a culture of investing time in the now to exponentially boost efficiency in the future

- **Dedicated commitment to providing continuous 24/7 deployments** and on-call support increasing capability to deliver services and applications quickly and efficiently

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QUALIFICATIONS | TECHNOLOGY

SOLARIS SYSTEM PERFORMANCE MANAGEMENT (SA-400)
RED HAT CERTIFIED SYSTEM ADMINISTRATOR (RHCSA)
AWS CERTIFIED SYSOPS ADMINISTRATOR
pSERIES AIX SYSTEM ADMINISTRATION CERTIFICATION
CISCO CERTIFIED NETWORK ASSOCIATE (CCNA)
CERTIFICATE IV IN INFORMATION TECHNOLOGY

TECHNOLOGY SPECIALISATIONS:
| UNIX | Linux | RHEL | GCP | Ubuntu | CDN | FreeBSD | PHP | HTML | CSS | SQL | Oracle | PostgreSQL | MySQL | Java |
| Docker | ECS | Kubernetes | AWS | Windows | Terraform | VMWare | GitOps | Cloud | EC2 | ArgoCD | Python | Chef |

CAREER HISTORY

MAESTRO | SENIOR DEVOPS ENGINEER (CONTRACT)   **AUG 2020 – CURRENT**

Maestro is the interactive video platform for creators looking to own, engage, and monetize audiences

Senior DevOps Lead tasked with the need to automate the creation of GKE clusters to aide in the deployment process. Environments where manually created then cloned over time to upgrade. Site had complex scaling issues due to the nature of hosting video streaming events that experienced massive spikes in load as an event started by sometimes an unknown amount of viewership. The Infrastructure consisted of multiple K/V and document databases and self-managed GKE clusters with CDN in front. Pod count would reach multiple thousand during events and scaling required heavy tuning to be able to cope with the sudden spikes in load.

- **Greenfield/side-by-side deployment of infrastructure using Terraform on GCP,** the GitOps methodology was used in all repos to ensure environments and configuration could be released via git commands

- **Resolved complex production issues** allowing for cost reduction and improvements to customer experience

- Created **tooling and processes** around the deployment of change
- Setup **ArgoCD** to sync git managed manifests for application deployment and configuration on **GKE**. Abstracting complexity away using YTT templating.
- Improvements to **CDN** (fastly) configuration and simplified how certificates where managed improving self-service for customers

CONSOLE GROUP | SENIOR DEVOPS ENGINEER   OCT 2018 – AUG 2020
Property Management software to manage your portfolio in minutes

Senior DevOps Lead working with a small team to deliver DevOps capabilities to the company, allowing teams to be able to release multiple times a day and creating automation around being able to create named development environments as required and scheduling development and pre-production environments to be created and destroyed as required.

- **Introduced a container first philosophy,** by updating all existing containers to use a unified Ubuntu base image. Migrated workloads that were running on dedicated instances to run on ASG backed ECS clusters
- **Allowed for the deployment of infrastructure to multiple AWS regions,** which allowed for engineer teams that where located in India to work on development environments locally and to allow for faster network access for testing
- **Mentored junior staff on both technology and agile methodologies**, empowered development teams to be able to champion change into production.
- **Provided management with insight into current industry trends** and guidance on understanding Agile, posing questions to stimulate new thought and creating an environment to bridge the divide and connect the DevOps team
- **Helped maintain and improve Ansible playbooks and code to allow for entire named environments to be created by any developer in the company adhoc,** working through cost issues and creating a tagging system to be able to track the usage of cloud resources to teams
- **Created procedures around when and how outages can occur and SLA on services we offered to the business**

RED HAT SOFTWARE | SENIOR SYSTEMS ADMINISTRATOR   OCT 2017 – SEP 2018
World's leading provider of open source, enterprise IT solutions

Promoted to pivotal role as Brew's Technical Lead overseeing Red Hat's cross-architecture build environment, having been recruited with accountability for upkeep and support of major OpenStack environment (CI-RHOS). Delivered core CI/CD pipeline producing client-use packaged software. Migrated CI-RHOS into full stack implementation of RHEL's Upshift.

- **Sustained upkeep and maintenance of infrastructure and application uptime** for customer viability mission critical component, *Brew* (application carrying out rpm package creation and testing for all supported architectures including but not limited to PPC, ARM64, S390, X86_64 and IA64)
- **As Brew Technical Lead, managed cross-geography team of 7 engineers** working out of China, India, Bruno and USA, justifying case for making team adjustments ultimately achieving smooth operations and best possible outcome
- **Successfully introduced SCRUM and other methodologies** to the SysOps teams, overcoming resistance through educating on the methodology, complexities and purpose from both a management and SysOps and DevOps perspective
  - o **Fostered a climate of understanding and collaboration** towards achieving workable timelines and realistic outcomes
- **Provided management with insight into current industry trends** and guidance on understanding Agile, posing questions to stimulate new thought and creating an environment to bridge the divide and connect SysOps and DevOps
- **Developed detailed Ansible playbooks used in support of the Brew environment,** quickly learning and adding this Red Hat product to an extensive raft of languages
- **Technical resource during major upgrades and architectural change** of OpenStack 12-13

ACCENTURE | DEVOPS and CAPABILITY MANAGER   FEB 2015 – OCT 2017
Management consulting, technology services and outsourcing company supporting clients across Australia

Recruited to jointly augment and build DevOps practice to meet client demand within the APAC region. Mentored and guided both client and Accenture staff, primarily in DevOps practice. Participated in OpenStack proposal, working closely with RHEL Solutions Architects on strategies to bring target market under the client's banner.

- **COMMERCIAL: Created and developed 2-person team and worked collaboratively with major telecom** in establishing an automation framework (python framework using Fabric) **increasing turnaround for new customer acquisition/new account signups to minutes down from days**
- **FINANCIAL: Assisted to design and architect project proposal** automating creation of environments servicing internally developed software lifecycle for the client's Core Banking products
  - o **Delivery Manager for team of 8 engineers** (2 in India and 6 local) spanning a collaborative network of global staff

and external vendors, jointly improving deployment(s) 10-fold. Oversaw 2 members of outsourced company

- o **Project delivered exponential cost reduction** and facilitated significant increase in development work carried out and further major cost reduction to the purchase of new hardware servicing these environments
- – GOVERNMENT: **Direct accountability for 10 System Engineers** in executing Government cloud migration project, providing training and guidance on Agile/DevOps methodologies and practices, overseeing DevOps transformation moving from departments own infrastructure and migrating agnostically to the cloud (Microsoft Azure)
  - o **Resolved disconnect between management and technical leads** through co-management/technical understanding
  - o **Subsequently appointed systems team Technical Lead,** guiding and enabling integration into development team
  - o **Overcame limited approach to services offered** by providers (IAAS), utilising products including vRealize to build templates suitable for subset of selected cloud providers
  - o **Reorganized existing feature and systems teams,** working with the Release Train, to create 6 cross-functional teams able to meet future business needs under SAFE

OUTWARE | DEVOPS CONSULTANT (CONTRACT)   OCT 2014 – FEB 2015
Australian-based, awarding winning software development company specialising in custom mobile apps

Headhunted and contracted to support Outware team in resolving ongoing directional issues within the company's build environments, collaborating closely with major clients, ANZ, to identify and implement a solution meeting both ANZ and Outware build environment requirements – working in a hardware-restricted, performance-challenged environment.

- – **Replaced base OS installs on all build hardware** and created new Jenkins master and slave templates for all projects
- – **Collaboratively developed build environments** to meet release requirements and create custom artifact storage solutions for release life cycle management to teams OOC
- – **Improved continuous integration environment** for developers and mentored team in overcoming and managing ongoing project issues
- – **Created deployment and testing procedures** for software created in-house

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GEOPLEX | SENIOR UNIX ADMINISTRATOR (CONTRACT)   MAR – OCT 2014
Supporting clients to achieve individual goals via a skilled team of spatial system architects, developers and analyst, and geospatial professionals, providing uniquely designed solutions

Created and automated server environments capable of real-time assets monitoring within the waste management industry, installing monitoring hardware on all trucks transmitting GPS location and status to centralized database in real-time for company and council reporting and tracking analysis. Deployed AWS using ASG for automatic load scaling.

- – **Oversaw Geoplex's analysis of high volumes of data,** including photographic-proof of incidents, with ~ one million records of real-time activity recorded per month, ensuring responsive functionality
- – **Created puppet/monitoring infrastructure for robust service delivery,** continuous integration environment for developers, and deployment and testing procedures for software created in-house. Selected and created SOE for Windows and Linux
- – **Provided advice and guidance for Agile Methodologies** in comparison to Waterfall and mentored team in effective management of ongoing project issues and development. Resolved issues with elasticsearch population/aggregation

UXC CONNECT | SOLUTIONS ARCHITECT (CONTRACT)   AUG 2012 – DEC 2013
IT company supporting their clients through tailored ICT solutions in consulting, business applications, infrastructure and cloud support

Provided managed services to the Victorian government's Worksafe and TAC initiatives, bringing new capabilities to managing the environment's systems through introduction of UXC, renewing entire out-dated infrastructure and re-platforming archaic solutions. Led and guided team in developing performance and analytics tools for entire environment.

- – **Architected new Unix Standard Operating environment** and new NetApp storage solution in 2 data centres and re-platformed main business application for TAC (Avanti)
- – **Implemented automated Server Deployment Standards and Technology** and the deployment of new SOE and application deployment via Puppet

AUSTRALIA POST | SENIOR UNIX SYSTEMS ADMINISTRATOR (CONTRACT)   JAN – JUL 2012

Newly created role managing operational requirements of introducing new solution Digital Mailbox, 'Redbox' to market,

collaborating with supplier in the USA. Selected hosting provider, working closely to ensure compliance with PCI-DSS. Worked in network of 10+ environments, each being a sandbox to enable testing without interrupting or impacting production systems, where setup via custom built orchestration tools and puppet consisted of CentOS instances.

- **Conducted detailed solution analysis** confirming suitability for Australian market and deployed solution into a shared hosting environment, working to an extremely short deadline
- **Supported local software provider** commissioned to build front end applications tailored to the Australian market
- **Setup and maintained Contour for business requirements management** and demonstrated high level adaptability in operating in fluid business environment to independently achieve required results in a timely manner
- **Prepared documentation for business case presentation** providing in-depth detail of externally created solution

BLUE CENTRAL | SENIOR UNIX SYSTEMS ADMINISTRATOR (CONTRACT)   MAR – SEP 2011

With POP locations in Sydney and Melbourne, contracted into 4th Level Team working out of Melbourne in an in-house environment of predominantly Dell servers and Jupiter networks and RHEL core operating system, hosting diverse client infrastructure and providing bulk storage backup.

- **Planned all logistics and movement of AMS1000 from Sydney to Melbourne** and installation of fibre infrastructure for use in backup/DR
- **Improved client service standards through training** lower level support staff to better service clients' needs and mentoring staff on industry best practice
- **Within in extremely tight timeframe,** briefed and coordinated creation of cloud solution with Microsoft and Dell, **qualifying for Microsoft Partner of the Year Award**

HYPERLINK | SENIOR UNIX SYSTEMS ADMINISTRATOR   JUN 2010 – MAR 2011

Recruited into a heavily mix and match environment with multiple clients onboarding with existing infrastructure – each with separate environments and SOE, including existing client with 3 different SANs connected via fibre controllers to a large VMware ESX farm hosting ~100 virtual guests. Core operating system, RHEL complemented by Open Solaris

- **Detailed comparison of different Virtualization platforms,** including Xen, VMWare and Oracle VM Server, and incorporating creation and setup of all platforms for review
- **Achieved minimal downtime** in planning and moving entire infrastructure from one POP to another.
- **Developed centralized management of configuration files** enabling ease of deployment of new environments and version control of all changes
- **Created fault tolerant ZFS clustered SAN with DR capabilities,** and simplified procedures improving ticketing system

EARLY INSIGHT AND ACHIEVEMENTS

ANYWEBCAM.COM | SENIOR UNIX SYSTEMS ADMINISTRATOR   **JUN 2009 – SEP 2011**

- **Carried out sweeping network and sub-systems changes,** improving up time and reliability. Reinstalled all systems to achieve conformity and replaced old versions of RHEL, CentOS and Debian Linux flavours
- **Developed new failsafe architecture load balancer** including heartbeat, HAProxy and ldirectord, and installed in-house cam broadcast repeater handling the 24Hr application load balancing requirement
- **Migrated and replaced EAC with MySQL to 5.1 upgrade** re-integration, monitoring solutions and custom creation of automatic restoration services. Migrated clustered systems onto VMWare topologies, moving entire infrastructure to new hosting provider and new hardware

E-KIT | UNIX SYSTEMS ADMINISTRATOR   Sep 2006 – Mar 2009

- **Serviced 7-10 Solaris; 150+ hosts; multiple RHEL installations; and 50+ customer service workstations.** Upgraded Solaris hosts to version 9, then 10, and workstations and firewalls from Fedora 7 to 10
- **Managed and migrated dataflow transfer and overall web infrastructure of on-site and off-site international partner companies.** Implemented new environments to sustain the infrastructure and kick-started set up of RHEL systems
- **Co-launched E-kit's first MVNO from the Isle of Mann and subsequent MVNO in the USA,** travelling between international offices to maintain and expand structure and existing data networks
- **Supported teams in 3 countries,** developed redundancy and continuity plans and best solutions for UNIX and Windows

TOLL SOLUTIONS | UNIX SYSTEMS ADMINISTRATOR (CONTRACT)   Mar 2006 – Aug 2006

- **Working out of Toll's development department, supported roll out of new, tailored software** and hardware developments – with RHEL used as core operating system. Designed and implemented SUN/Solaris hardware
- **Developed systems documentation and Business Continuity plans** for project handover

SENSIS | UNIX SYSTEMS ADMINISTRATOR   Feb 2005 – Jan 2006

- **Managed hardware and software monitoring for 700+ systems 24/7** in supporting the day to day operations of the company's entire Internet presence – a complex and diverse deployment of RHEL, Solaris and AIX.

SYTEC RESOURCES | UNIX SYSTEMS CONSULTANT (CONTRACT)   Aug 2004 – Dec 2004

REQUEST DSL | NETFLOW ENGINEER   Aug 2003 – Aug 2004

FIS, UK | UNIX CONSULTANT (CONTRACT)   Nov 2002 – Mar 2003

HERMES PRECISA PTY LTD | BUSINESS SOLUTIONS ENGINEER (CONTRACT)   Jul 2002 – Oct 2002

TRELLIAN | SYSTEMS ADMINISTRATOR   Jan 2001 – May 2002

ALPHALINK | SYSTEMS ARCHITECT   Jan 1999 – Dec 2000