



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, Solutions Architect, Database Administrator and Leader

Combining technical expertise with astute management experience to foster 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 with a critical understanding of business and finance requirements. Hands-on manager supporting staff throughout architecture and solution design activities.

- **Deep Understanding of Issues and Solutions:** Expert in analyzing, isolating, and interpreting business needs to develop technical solutions within tight timelines and challenging situations, with minimal client impact
- **Excellent Communication Skills:** Proficient in clearly disseminating information and benefits across all levels, bridging the gap between technical and non-technical disciplines, and presenting concepts, methodologies, and outcomes to internal and external stakeholders
- **Thought Leader, Trainer, and Mentor:** Capable of minimizing overwhelm, expanding thinking, and empowering management and teams through technical know-how, adjusting communications to engage a broad audience
- **Change Agent:** Inspires perseverance in identifying the best solutions rather than the quickest and builds a culture of investing time now to exponentially boost efficiency in the future
- **Dedicated Commitment to 24/7 Support:** Ensures continuous deployments and on-call support, increasing the capability to deliver services and applications quickly and efficiently

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 | SUSE | Ubuntu | Solaris | FreeBSD | PHP | HTML | CSS | SQL | Oracle | PostgreSQL | MySQL | Java | Tomcat | Apache | Windows | Mac | VMWare | VMA | Cloud | EC2 | ECS | EKS | GKE | Kubernetes | Puppet | Python | Chef

CAREER HISTORY

MAESTRO | DIRECTOR OF OPERATIONS

AUG 2020 – CURRENT

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

TECHNICAL ENVIRONMENT: Google Cloud Platform (GCP) | MongoDB | GKE | Redis | Fastly | GCP PubSub | NodeJS | Terraform | Github Actions

Originally hired as a **Senior DevOps Lead** tasked with the need to automate the creation of GKE clusters to aide in the deployment process. Environments were 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. Pod count would reach over a thousand during large 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 unifying software development and operation
- 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 & helm templating
- Improvements to **CDN (fastly)** configuration and simplified how certificates were managed improving self-service for customers
- Assistance in **pre-sales** and deal creation

CONSOLE GROUP | SENIOR DEVOPS ENGINEER

OCT 2018 – AUG 2020

Property Management software to manage your portfolio in minutes

TECHNICAL ENVIRONMENT: Amazon Web Services (AWS) | Ubuntu | nginx | MySQL | Terraform | Jenkins

Led a small team to enhance the company's DevOps capabilities, enabling multiple daily releases and automating the creation and scheduling of development and pre-production environments.

- **Container-First Strategy:** Updated all existing containers to a unified Ubuntu base image and migrated workloads from dedicated instances to ASG-backed ECS clusters
- **Multi-Region Deployment:** Enabled infrastructure deployment across multiple AWS regions, facilitating local development environments for teams in India and improving network access for testing
- **Mentorship and Agile Advocacy:** Mentored junior staff on technology and agile methodologies, empowering development teams to drive changes into production
- **Industry Trends and Agile Guidance:** Provided management with insights into industry trends and Agile practices, fostering a collaborative environment between the DevOps team and other departments
- **Ansible Playbooks Management:** Maintained and improved Ansible playbooks, allowing developers to create named environments on-demand, addressing cost issues, and implementing a tagging system for resource usage tracking
- **Outage Procedures and SLAs:** Developed procedures for managing outages and established SLAs for services provided to the business

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

TECHNICAL ENVIRONMENT: Jenkins | Apache | OSX | IOS

Promoted to oversee Red Hat's cross-architecture build environment, managing the major Openstack environment (CI-RHOS) and delivering core CI/CD pipelines for client-use packaged software. Led the migration of CI-RHOS to a full-stack implementation of RHEL's Upshift.

- **Infrastructure Maintenance:** Ensured the upkeep and uptime of Brew, a mission-critical application for RPM package creation and testing across multiple architectures (PPC, ARM64, S390, X86_64, IA64)
- **Team Management:** Led a cross-geographical team of 7 engineers in China, India, Bruno, and the USA, making strategic adjustments to enhance operations
- **SCRUM Implementation:** Introduced SCRUM and other methodologies to SysOps teams, overcoming resistance through education and fostering collaboration for achievable timelines and realistic outcomes.
- **Agile Advocacy:** Provided management with insights into industry trends and Agile practices, bridging the gap between SysOps and DevOps teams
- **Ansible Playbooks Development:** Created detailed Ansible playbooks for supporting the Brew environment, rapidly mastering this Red Hat product and expanding technical expertise.
- **Technical Leadership:** Served as a key technical resource during major upgrades and architectural changes from Openstack 12 to 13

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

Recruited to develop and enhance DevOps practices to meet client demand in the APAC region. Mentored both client and Accenture staff in DevOps methodologies and collaborated on an Openstack proposal with RHEL Solutions Architects to capture the target market.

- **COMMERCIAL SECTOR:** Built and led a 2-person team to establish an automation framework (Python using Fabric) for a major telecom, reducing new customer acquisition time from days to minutes.
- **FINANCIAL SECTOR:** Designed and architected a project proposal to automate the creation of environments for the client's Core Banking products.
 - **Delivery Management:** Managed a team of 8 engineers (2 in India, 6 local) and collaborated with global staff and external vendors to improve deployment efficiency tenfold. Supervised 2 outsourced members
 - **Cost Reduction:** Achieved significant cost savings and increased development capacity, reducing the need for new hardware
- **GOVERNMENT SECTOR:** Led a team of 10 System Engineers in a government cloud migration project, providing training and guidance on Agile/DevOps practices, and overseeing the migration to Microsoft Azure.
 - **Technical Mediation:** Bridged the gap between management and technical leads, ensuring smooth co-management and understanding
 - **Technical Leadership:** Appointed as the systems team Technical Lead, integrating the team into the development process
 - **Service Optimization:** Overcame limitations of provider services (IAAS) by using vRealize to build templates for selected cloud providers
 - **Team Reorganization:** Reorganized feature and systems teams to create 6 cross-functional teams under the SAFE framework, aligning with future business needs

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

TECHNICAL ENVIRONMENT: Jenkins | Apache | OSX | IOS

Headhunted and contracted to support Outware in resolving directional issues within their build environments, collaborating closely with major clients like ANZ to develop solutions that met both ANZ's and Outware's requirements in a hardware-restricted, performance-challenged environment.

- **Infrastructure Overhaul:** Replaced base OS installs on all build hardware and created new Jenkins master and slave templates for all projects
- **Custom Build Environments:** Collaboratively developed build environments to meet release requirements and created custom artifact storage solutions for release life cycle management
- **Continuous Integration Enhancement:** Improved the continuous integration environment for developers and mentored the team in managing ongoing project issues
- **Deployment and Testing Procedures:** Created deployment and testing procedures for in-house software, ensuring reliable and efficient delivery

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*

TECHNICAL ENVIRONMENT: Amazon Web Services (AWS) | Ubuntu | nginx | PostgreSQL | PostGIS | CartoDB | Puppet | Munin | Icinga | Windows 2012/2014 | IIS | .NET | Javascript | Java | Elasticsearch | Jenkins

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*

TECHNICAL ENVIRONMENT: VMWare 4/5 | Redhat 4/5/6 | Puppet | Satellite | Windows XP/2000/7/2008R2 | AIX | HPUX | Bluecoat | Cisco | HP Blade Enclosures Gen 6/7/8 | NetApp | NetApp OnTAP | IBM DS4800 | CommVault | CA Arcserve | HP EVA | Data protector | WebSphere | Oracle | PostgreSQL | MySQL | Apache

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**

TECHNICAL ENVIRONMENT: AWS | Ubuntu | nginx | Puppet | MySQL | MongoDB | Jenkins | Contour | Jira

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**

TECHNICAL ENVIRONMENT: Linux | Solaris | SCOM | Windows 2008 | AMS1000 | MySQL | IIS | Asterisk | Plesk | Cisco

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**

TECHNICAL ENVIRONMENT: Solaris | VMWare | RHEL | T1000's | X4200's | Oracle SAN | Shared Fibre Channel | IBM FC Switches | ZFS | HA Clustering | MySQL | Oracle | Cisco

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

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

TECHNICAL ENVIRONMENT: CentOS | RHEL | Debian | Ubuntu | DRBD | MySQL | nginx | Apache | Radware | Cisco | KVM | Resin | EAC | VMWare | Java | PHP | HAProxy | Linux HA

Recruited into a project team working to overhaul severely challenged existing web architecture, servicing an architecture housing 33 servers at Manhattan, NYC, USA, mission critical to their principle client base and web-portal interactive environment, and requiring 24/7 maintenance. Resolved outstanding performance issues and optimised daily operations.

- **Despite short tenure, 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

EARLY INSIGHT AND ACHIEVEMENTS**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**