

A hands-on frontline agile leader with a strong technical background earned across various technology stacks including infrastructure delivery and deployment through the entire SDLC. Given my progression in the full stack I have found myself in highly technical positions whilst leading and driving a team towards greatness. Given my abilities I have found myself being a servant leader who is able to lead from the front while also being able to meet with executive leadership and stakeholders to gather requirements.

Provided my aptitude in the full technology stack allows me to design and deliver personalized and automated solutions requisite to the specific needs of varying architectures, Leadership skills and organizational abilities assist me in directing teams throughout the entire lifecycle of software, projects, product, rollouts, deployments, and releases.

WORK EXPERIENCES

Lead Platform EngineerDisney Signature Experiences | 2016 - Present

I oversee highly-complex solutions to provide hosting services and platforms to various development teams and working in partnership with the Strategy & Architecture team to help drive the standardization and operational support of infrastructure solutions to support the company's infrastructure needs. I am also responsible for maintenance, administration, and support activities, including software, platform, and configuration. My primary objective is to lead a team that is able to provide stability and resiliency for hardware, software, services and other advanced technologies supporting various lines of business (LOB's). I build best practices used in day-to-day operations and work with business units to plan, design, and implement large-scale, platform-oriented projects. I also provide technical guidance and oversight and leads, coaches, and mentors the Platform Engineering team. The Disney Signature Experience team supports both our Disney Cruise Line and Disney Vacation Club Lines of Business.

- Architect best practices used in the maintenance and administration of systems, including software platform, and configuration updates across multiple business units.
- Lead Platform Engineering projects and teams.
- Define the processes used in identification of the root causes of operation issues and lead the root cause analysis; resolve problems and/or recommend solutions for implementation by others.
- Oversee the development and implementation of tools, automation, and scripts to facilitate multiple platform maintenance, operation efficiency, reliability, and administration.
- Architect development work to create tools that span multiple business units while complying with security standards.
- Plan and execute large-scale platform-oriented projects across Platform Engineering teams that includes segment initiatives and updated to platform and infrastructure, products, and services.

Sr. Technical Support SpecialistWalt Disney Parks & Resorts | 2013 - 2016

I was specifically responsible for the Walt Disney Parks & Resorts Technology (WDPRT) Platform Tools Team efforts to create, design, document and implement custom, and automated solutions in support of a 24/7 operation. Through these efforts, I was able to deliver a timely server deployment system, that included secure and hardened systems, in order to maintain compliance (PCI, SOX, PII, HIPAA).

I have also been able to provide WDPRT an automated software, vulnerability management (security and compliance) deployment, monitoring, incident resolution mechanism and self-service infrastructure (IaaS) and platform (PaaS) delivery to align with current business processes. My ability to adapt to rapidly changing requirements, along with related business processes have ensured a highly available and secure infrastructure to help align with industry standards, and business strategies in a cost-efficient manner worldwide.

- Design, Develop, Document and Implement automation solutions for, but not limited to;
- Vulnerability Management
- Server Provisioning
- Software releases/deployment
- Incident resolution

Sr. Technical Services ConsultantWalt Disney Parks & Resorts | 2012 - 2013

I was specifically responsible for assisting the Global Business Technology Strategy (GBTS) in the migration effort to the new Kings Mountain Technology Center. Through these efforts I have worked closely with various application and infrastructure teams to ensure a timely and effective transition. Due to the outside influences, delay was not an option, and tight deadlines had to be met.

- Manage and Maintain data management, including SAN storage, replication, backup and recovery, and disaster planning.
- Perform system backups and recovery
- Maintain data files and monitor system configuration to ensure data integrity
- Provide third level operational support to application teams.
- Work closely with first and second level support teams to provide quality customer service.
- Troubleshoot more complex applications, infrastructure problems or other IT problems that may have a significant impact on migration.
- Serve as the technical lead on projects by participating as project resource representing the migration team.
- Train and develop junior team members in technical areas through one-on-one development.

Sr. Technical Services ConsultantCorning Inc. | 2011 - 2013

I was specifically responsible for assisting the global Information Technology (IT) Function in leading efforts to align IT and Business Strategy, leverage IT investments, and optimize end to end business processes and associated information integration technologies. Through these efforts, I have helped to improve the competitive position of our operational business through IT enabled processes. I have also assisted IT in delivering Information Technology applications, infrastructure, and project services in a cost-efficient manner across our regional and global offices.

Sr. Technical Services ConsultantInfiniti Consulting | 2010 - 2011

I was specifically responsible for managing the Dynamic Datacenter Infrastructure, consisting of virtualized environments physical servers, SANS while also meeting mission critical SLA's by hosting a variety of systems catering to enterprise level clientele.

While managing the Dynamic Datacenter, utilizing such technologies as Hyper-V, SCCM, SCOM, SCVMM and SCDPM, I was able to create a completely sustainable, highly available, virtual environment for both private and public cloud offerings while still being able to tailor individual offerings to suit specific client requirements.

I was also specifically responsible to assist with business development, lead discovery and design activities, and provide oversight during implementation. My role included working with the Customer Relationship Manager in business development to lead the collection of customer business and technical needs, design the project approach, solution and level of effort, and present recommendations to prospective clients. During discovery and design projects I also led project planning and completion of project tasks such as client interviews, presenting recommendation reports, completing design activities, developing project plans, managing small teams. I was also responsible for the successful deployment of the recommended products/solutions.

Technical Services ConsultantRubiconn | 2008 - 2010

I was specifically responsible for managing the Datacenter Infrastructure, including virtualized environments to meet mission critical SLA's by hosting a variety of systems catering to enterprise level clientele.

I was also specifically responsible for the installation, configuration, education and management of technical infrastructure (networks, operating systems and associated interfaces) globally. I also managed the migration of joint infrastructure across multiple locations to a centralized data center, including migration of all Global Catalogs, Exchange (2003 & 2007), domains, and DNS requirements, as well as creating globally accessible storage using SharePoint services.

Network Services AnalystInformation Technology Experts (ITX) | 2008 - 2008

I was specifically responsible for ensuring the uptime of client's systems, networks, and infrastructure throughout the Northern Front Range region ranging from technology planning and integration to front line client support and troubleshooting.

Technical Services ConsultantMicros-Fidelio Asia Pacific | 2007 - 2008

I was specifically responsible for the installation, configuration, education and project management of technical infrastructure (networks, operating systems and associated interfaces) in the greater Asia-Pacific region.

Information Technology Support OfficerGroup GSA | 2006 - 2007

I was specifically responsible for the operation of the systems and infrastructure in architectural firm consisting of up to 200 staff across multiple office locations throughout Australia.

Onsite Systems EngineerInvizage | 2005 - 2006

I was specifically responsible for ensuring that client's networks and systems were always up and running in a mission critical environment thought the Sydney and surrounding metropolitan area.

Information Technology Support OfficerCD-ROM Services | 2004 - 2005

I was specifically responsible for being the first point of call for all Information Technology and Infrastructure support issues, the servicing and maintenance of all duplication machinery and equipment as well as providing advice to customers and clients.

Information Technology Support OfficerHornsby Bizz Wizz Computers | 2001 - 2003

I was specifically responsible for the repairs and maintenance of client workstations and servers whilst providing and offering advice to clients as required.

SKILLS

Technical

AWS/Azure/Private Cloud

IaaS/PaaS

Automation/DevOps

Windows/Linux/As400

Python/Powershell/VB

Jira/Git/ServiceNow

Lead and deliver complex infrastructure & applications

Professional

Influencer of change

Agile leader

Driver of consensus

Effective communicator

Team player

Strong problem solver

Note taker

Good time management

EDUCATION

BSc in CIS

University of Maryland
Robert H. Smith School of Business

Adv. Dip. e-Security

TAFE College
Northern Sydney Institute

Cert. II Information Technology

TAFE College
Northern Sydney Institute

AWARDS

SME - Cloud+

CompTIA

CERTIFICATIONS

CSPO

ScrumAlliance

CSM

ScrumAlliance

ITIL v3 Foundations

Axelos

Azure Fundamentals

Microsoft

MCITP

Microsoft

MCTS

Microsoft

MCSA

Microsoft

MCP

Microsoft

IPv6

Hurricane Electric

Accredited Platform Specialist

HP

Accredited Sales Professional

HP

CCNA

Cisco

Network+

CompTIA

A+

CompTIA

LANGUAGES

Australian (Native)

English (Professional)

INTERESTS

Travelling

Home Automation

Internet of Things

Cryptocurrency

Stock Market