

EXPERIENCE

- **Dynatrace** Sep 2024 – Present
 • *Director, Solutions Engineering - Logs* Toronto, ON
 - **Promoted from Principal Solutions Engineer (Sep 2024 - Sep 2025):**
 - **Strategic Leadership:** Led the NORAM Logs overlay team with a mandate to drive adoption and consumption of Dynatrace Logs across strategic and enterprise accounts.
 - **Executive Engagement:** Engaged directly with C-level executives and industry thought leaders through executive briefings and workshops, accelerating platform growth and visibility.
 - **Team Development:** Scaled and mentored Logs Solution Engineers across the region, improving technical excellence, productivity, and revenue impact.
 - **Cross-Functional Influence:** Partnered with Sales, Product, and Customer Success leadership to shape go-to-market strategy, influence technical direction, and ensure **sales wins**.
 - **Product Influence:** Provided actionable customer insights to Product Management, directly guiding roadmap priorities and product enhancements.
 - **Field Enablement:** Built reusable demo artifacts and enablement materials to strengthen global Solution Engineer readiness on Logs.
 - **Brand Advocacy:** Enhanced Dynatrace's market presence by publishing technical blogs and presenting at Perform Conference, webinars, and tech talks.
- **BMO Bank of Montreal** Jul 2022 - Sep 2024
 • *Senior Engineering Manager, SRE* Toronto, ON
 - **Finance Management:** Oversaw \$2M operational budget, ensuring efficient & strategic resource utilization.
 - **Pioneering SRE:** Led a team of 9 SREs and DevOps engineers to design and implement an SRE framework centered on Config as Code (CaC) and end-to-end Observability.
 - **Observability Engineering:** Deployed and enabled observability using Dynatrace & ELK on ~30+ Commercial banking Level 1/2 critical applications.
 - **Build Optimization:** Cut environment setup time by 80% (to 2.5 hrs) through CaC based automation.
- **Manulife** Sep 2021 – Jul 2022
 • *Senior Site Reliability Engineer* Waterloo, ON
 - **Team Leadership:** Led 8 Support Analysts to improve reliability through proactive support and monitoring.
 - **Monitoring Setup:** Deployed APM and synthetic monitoring across 22+ apps, cutting down MTTx by ~60%.
 - **Training:** Trained Manulife University cohorts on Dynatrace & New Relic monitoring.
- **RBC Royal Bank of Canada** Jan 2016 – Sep 2021
 • *Senior Technical Systems Analyst* Toronto, ON
 - **Incident Management:** Led resolution of critical incidents, minimizing business disruption and ensuring operational continuity.
 - **Optimization:** Improved app performance and designed ServiceNow workflows, saving \$270K+/yr.
 - **Automation Delivery:** Built RPA/NLP/OCR-based solutions, generating \$500K+ in savings.

EDUCATION

- Toronto Metropolitan University - Bachelor of **Business Technology Management**
- Mohawk College - Diploma of **Computer Science**

ACHIEVEMENTS & AWARDS

- **Ansible Automates** - [URL](#)
- **Dynatrace Webinar** - [URL](#)
- **Dynatrace 2024 Lead R&D Award** - [URL](#)
- **BMO Annual Award 2023**
- **BMO Spotlight Award 2023 / 2022**
- **RBC Leadership Model Award 2020**
- **RBC Individual Performance Award 2020 / 2019 / 2018**

CERTIFICATIONS

- AWS Solutions Architect (**SAA**)
- FinOps Certified Practitioner
- **Dynatrace Associate**
- SAFe 6 Agilist
- Scrum Master (CSM)
- ITIL [#GR750292245RS]
- **Lean Six Sigma – Yellow Belt**