

## EXPERIENCE

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- **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

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

## ACHIEVEMENTS & AWARDS

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- **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

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