

# Brittany Nicole Woods

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## SOCIAL

linkedin.com/in/bnwoods  
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## EDUCATION

MSU (Springfield, MO)  
Information Technology  
2008-2012/2020-2022  
Degree: Bachelor of Science

Georgetown University  
Technology Management  
Estimated Completion May 2025  
Degree: Master of Science

## SPEAKING

### ChefConf

Session: Herding Cats  
Chef LIVE!  
Keynote 2019  
Women in Tech Panel  
Session: Use Data You Must  
Keynote 2021  
Session: Unofficially Official  
Config Management Isn't Dead  
Chef: Into the Dataverse  
The Three Little Pigs of DevOps

### Podcasts

Observe McObservance  
Page it to the Limit  
The New Stack Makers: Chef

### DevOpsDays & swampUP

DevOpsDays Texas  
swampUP 2022 Session  
DevOps Cloud Days 2022

### Panels

SRE for Womens History Month  
Communities of Practice Panel  
Female.js Panel  
DevOpsLive London Panel

### QCon

Bits, Bots & Banter: A Deep  
Dive into How Tech Teams Work  
in a DevOps World

### Webinars and Live Training

O'Reilly: Implementing Chef  
DevOps.com: DevOps Success

## PUBLICATIONS

Title: "97 Things Every Cloud  
Engineer Should Know"  
Publisher: O'Reilly Media  
Release Date: December 28, 2020

## PROFESSIONAL EXPERIENCE

### H&R Block

#### Manager - Software Governance

2024 - Present

Develop the strategy and technology roadmap for the new software governance function.

Lead a team of 5 engineers and analysts through a changing job function.

Mentor other people leaders and leaders of leaders (directors) on setting technological direction and executing against organizational goals.

Resumed leadership role for BlockBits, an internal engineering lightning talk forum I previously founded.

### The LEGO Group

#### Senior Engineering Manager

2023 - 2024

Acted as the Senior Engineering Manager for the platform team Shopper Apps Foundation. We were responsible for the foundations of LEGO.com which included: CI/CD, AWS, Terraform, CDN Management, and Developer Experience tooling built in Javascript that supported an org of more than 150 engineers.

We were also responsible for monthly and event based launch preparation which included looking after the scalability and reliability of LEGO.com e-commerce experiences

Developed and drove delivery of OKRs

Participated in a matrix style organization where I mentored and coached a team of 7 engineers and an additional 5 engineers as direct reports

Developed the team roadmap based on strategic priorities of the group and the business

Aided in development of the LEGO.com Platform strategy

### H&R Block

#### Manager - Server Automation & SRE

2021 - 2023

Contributed to the Site Reliability Engineering strategy and built the Configuration Management strategy for the business

Led a team of Site Reliability Engineers to build partnerships with application teams to drive reliability and efficiency in management of Azure cloud resources through increased automation

Led a team of System Engineers responsible for 4,000+ servers plus additional automation software

Oversaw scaling activities within a cloud environment where we had more than \$2M USD monthly in spend

Coached and mentored 23 engineers (from associate level to lead level) spanning multiple time-zones and three countries

Developed and delivered on team technology roadmaps and OKRs for the SRE and Server Automation teams

Built and repurposed the Server Automation team, giving legacy operations teams new purpose in driving organizational automation

Mentored and coached other engineers and leaders across the organization on topics including platform implementation strategy and DevOps

Provided opinions with other leaders to strategize on our DevOps initiatives and Digital Transformation

Responsible for multiple platforms and projects promoting automation across the organization including: Configuration Management Implementation, Shared Build Pool, VM Image and Container Image Management and Optimization, Compliance as Code. These were built as a service, using a product approach, to provide them as service offerings to the larger business.

Acted as a passionate internal advocate for DevOps and organizational cultural change

Founded the internal monthly occurring lightning talk series BlockBits which provided engineers a forum to share solutions or technology. This frequently saw audiences of more than 300 engineers.

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## TOOLS

AWS\Azure\Chef\Terraform\  
JFrog\Docker\Kubernetes\Apptio\  
Pagerduty\Jenkins\ServiceNow\  
Github\NewRelic\Linux\Windows\  
Bash\Powershell\Ruby\HTML\  
Javascript\CSS\

## SKILLS

People & Thought Leadership  
IT & Digital Strategy  
Digital Transformation  
Communication  
Incident Management  
Public Speaking  
Service Delivery  
DevOps  
Cloud Computing  
Project Management  
Vendor Management  
Knowledge & Skill Development  
Mentorship

## PROFESSIONAL DEVELOPMENT

Central Exchange  
Emerging Leaders Cohort  
2022-2023  
Certificate Obtained

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Ouellette & Associates Consulting  
Technology & Leadership  
Experience for Women  
2021-2022  
Certificate Obtained

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ITIL Foundations v4 Certified  
2013  
Certificate Obtained

## VISA INFORMATION

Citizenship: United States of America

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Current Visa:  
UK Skilled Worker

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## Lead Cloud Automation Engineer 2020 - 2021

Led a team of 20 matrixed engineers to implement configuration management using Chef  
Developed a multi-year Chef roadmap and communicated progress to the SLT  
Architected the Chef environment and pipelines using Terraform Enterprise and Azure Pipelines  
Developed the business case for a Server Automation team and communicated that up through the executive team  
Worked with other engineering managers to coordinate efforts of the shared global resources working on the configuration management project

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## CARFAX

### Automation Engineer 2016 - 2020

Acted as team lead for the Service Automation team, responsible for providing the following platforms: ServiceNow, Configuration Management, and Business Process Automation. Additional technologies that we managed included Hashicorp Consul, Chef, BMC Control-M, and Jenkins  
Advocated industry best practices surrounding Infrastructure Automation, DevOps, Digital Transformation, and AWS while evangelizing automation throughout the business  
Architected automation solutions using various tools in AWS  
Helped promote ServiceNow and onboard teams into the platform using various functions within the platform  
Architected several integration points into the ServiceNow platform from other tools across the business  
Provided assistance related to cloud migration and cloud automation  
Architected various CI/CD pipelines  
Owned and maintained Linux based Chef related infrastructure

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## Chef Software

### Customer Architect 2018 - 2018

Acted as a technical resource and architect for several large companies that were part of the Customer Success program. This included companies such as AT&T and The Bill and Melinda Gates Foundation.  
Developed the architectural review process to ensure customers only had to outline their architecture to their success team a single time

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## Jack Henry & Associates

### System Administrator 2014 - 2016

Administered 10,000+ Windows and Linux systems through various stages of the server life-cycle  
Acted as a point of contact and subject matter expert for all things related to Chef  
Worked across multiple business units to provide solutions for Windows end of life migrations and decommissions  
Assisted with the creation of process and policy documents regarding agent compliance in a corporate IT environment  
Developed a new tracking system for internal processes including server decommissions  
Maintained compliance in both SCCM and McAfee on 10,000+ servers in multiple environments

### Technical Support Representative 2013 - 2014

Held various responsibilities from monitoring/alerting to case triage across an environment of 10,000+ servers  
Developed and reported on multiple KPIs both across the business and to executive leadership  
Developed the SOC Reference Guide for New Employee on-boarding  
Standardized the patch monitoring process and worked closely with the SCCM team to create reporting to meet business needs