

# Brittany Nicole Woods

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## SOCIAL

linkedin.com/in/bnwoods  
brittanynwoods.com

## 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  
Chef Roadshow London 2024  
Chef Roadshow Texas 2024

### Podcasts

Observy McObservface  
Page it to the Limit  
The New Stack Makers: Chef  
InfoQ Engineering Culture  
Podcast

### DevOps Conferences

DevOpsDays Texas  
swampUP 2022 Session  
DevOps Cloud Days 2022  
DevOpsCon Munich Keynote  
2024  
DevOpsCon Munich: DevOps  
Unleashed

### Panels

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

### Developer Conferences

KCDC: Devops Unleashed Session

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

#### Associate Director - Governance Engineering, Reporting, and Insights 2024 - Present

Develop the strategy and technology roadmap for the new Governance Engineering function.  
Act as a managing director for the Ireland Office managing standard operations along with the Governance Engineering and Reporting & Insights teams which includes all previous management responsibilities with two teams spanning two countries (Ireland & India) and stakeholders in Canada, Australia, and the United States  
Sit as a Director on the Global Technology board for H&R Block  
Manage a team budget of >\$1M USD yearly  
Set strategic direction for the Governance Engineering and Reporting & Insights teams

#### Manager - Governance Engineering 2024 - 2024

Lead a team of 5 engineers and analysts through a changing job function.  
Drive development of C# based reports highlighting development team initiative health and organizational standards  
Designed the Governance Data Platform vision which includes optimization of an existing data lake, standardization of data, and rebuilding the data visualization front-end  
Mentor other people leaders and directors on setting technological direction and executing against organizational goals.  
Collaborate with product leaders on priorities and product quality  
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 DevOps 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 Typescript 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 built in React  
Participated in a matrix style organization where I mentored and coached a team of 7 engineers and an additional 5 engineers as direct reports  
Collaborated with Product to develop the team roadmap based on strategic priorities of the group and the business along with quarterly OKRs to drive product delivery  
Aided in development of the LEGO.com Platform and DevOps 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 and product to drive reliability and efficiency in management of Azure cloud resources through increased automation  
Led a team of DevOps engineers responsible for Configuration as Code and other Developer Experience and Automation software.  
Oversaw scaling activities within a cloud environment where we had more than \$2M USD monthly in spend  
Coached and mentored 23 engineers spanning multiple time-zones and three countries  
Developed and delivered on team technology roadmaps and OKRs for the SRE and Server Automation teams  
Built the Server Automation team, giving legacy operations teams new purpose in driving organizational automation as DevOps 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  
DevOps  
Cloud Automation  
Digital Transformation  
Communication  
Public Speaking  
Service Delivery  
Mentorship

## EDUCATION

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

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

## 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:  
Ireland Critical Skills Permit  
Years: 2024 - present

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Previous Visa:  
UK Skilled Worker  
Years: 2023 - 2024

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Strategized with other leaders through the VP level 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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### Lead Cloud Automation Engineer 2020 - 2021

Led a team of 20 matrixed engineers to implement configuration management using Chef

Developed a multi-year cloud resource automation 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 automation solutions as a service to internal development teams both on-prem and in the cloud.

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

Acted as a lead Cloud DevOps Engineer as an original member of the Cloud Center of Excellence

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

Built, owned, and maintained the configuration management tool and supporting environment

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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, Petco, 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 and platform automation

Developed a new tracking system for internal processes based in C#

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### Technical Support Representative 2013 - 2014

Held various responsibilities from monitoring/alerting to case triage across an environment of 10,000+ servers