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

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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

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Podcasts
Observy McObservface
Page it to the Limit
The New Stack Makers: Chef

—

DevOpsDays & swampUP
DevOpsDays Texas
swampUP 2022 Session
DevOps Cloud Days 2022

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

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

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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

The LEGO Group

Senior Engineering Manager — 2023 - Present

- Act as the Senior Engineering Manager for the platform team Shopper Apps Foundation. We are responsible for the foundations of LEGO.com which include: CI/CD, AWS, Terraform, CDN Management, and Developer Experience tooling built in Javascript that supports an org of more than 150 engineers.
- We are also responsible for monthly and event based launch preparation which includes looking after the scalability and reliability of LEGO.com e-commerce experiences
- Develop and drive delivery of OKRs
- Participate in a matrix style organization where I mentor and coach a team of 7 engineers and an additional 5 engineers as direct reports
- Develop the team roadmap based on strategic priorities of the group and the business
- Aid 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.

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

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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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

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

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 unites 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