

An accomplished IT veteran, with extensive background in software development and operations. A skilled generalist in Azure cloud, DevOps, systems integration, automated deployments, and application monitoring.

A systematic and methodical problem solver, with proven aptitude for troubleshooting complex systems. Committed to improving performance, reliability, and efficiency in IT development & operations. Very adept at applying automation to streamline or eliminate repetitive tasks.

## Areas of Expertise

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- Azure Cloud, Azure DevOps, GitHub Actions
- Infrastructure as Code
- CI/CD pipelines, deployment automation
- Observability, monitoring & alerting
- Automated problem detection, auto-repair
- Systems integration & ETL tools
- DevSecOps, security best practices
- ITIL incident & change management
- Disaster Recovery Planning
- Systems Analysis, requirements definition

## Tools, Platforms & Languages

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- Python, C#, ASP.NET, JavaScript, C
- Terraform, Azure ARM templates, Azure CLI
- Azure Kubernetes Service
- Snowflake, Databricks
- Apache Airflow
- PowerShell, bash scripts
- Azure Data Factory, Dell Boomi
- SQL, MySQL, MongoDB, PostgreSQL, Oracle
- JIRA, ServiceNow, Confluence
- Elastic Cloud
- Azure Monitor, App Insights, Dynatrace
- Salesforce.com, Apex, SOQL, Visualforce

## Employment History

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### Veritas Data Research – Solutions Architect & Dev Team Lead

(contract) Nov 2022 - present

- Designed and built modern, dependable cloud-native apps to align with strategic business goals
- Led a team of developers and testers to deliver custom products and solutions
- Modernized & containerized the entire software portfolio to properly leverage cloud elasticity
- Substantially reduced database + VM costs, improving system reliability and efficiency
- Migrated all in-house software to a managed Azure Kubernetes Service with Azure Cosmos DB
- Implemented Apache Airflow to orchestrate weekly product operations, and run data pipelines
- Built CI/CD workflows to automate deployments by publishing docker images to ACR
- Functioned as QA Lead, Infrastructure Engineer, Data Engineer, DBA, Scrum Master & PM (small startup)

## **WorkSafeBC – Lead Site Reliability Engineer**

(contract) Jan 2020 - Nov 2022

- Led a team of SRE's to grow and refine WorkSafeBC's observability practice
- Achieved very high levels of performance and availability for a large software portfolio
- Established consistent monitoring & alerting practices in Azure cloud
- Reduced severity 1 & 2 help desk incidents by more than 80%
- Substantially improved time to detect & time to resolve for adverse events (MTTD/MTTR)
- Measurably improved product quality and reliability

## **Ritchie Bros Auctioneers – Senior Systems Integrator**

(contract) Aug 2013 - Jan 2020

- Supported several hundred users in five Salesforce orgs across different lines of business
- Resolved many complex issues in Salesforce and its integrated systems
- Steered change management practices, developed CI/CD automation tooling
- Developed an automated system to detect errors and create ServiceNow incidents
- Used automation to automatically apply fixes or workarounds, auto-resolving some incidents
- Maintained system health, optimized system performance, deployed custom software

## **WorkSafeBC – Senior Technical Specialist**

(contract) Nov 1999 - Aug 2013

- Applied many technical solutions to facilitate the software delivery life cycle
- Measurably improved product quality resulting in fewer production failures
- Automated software deployments, established change management best practices
- Mentored Dev & QA teams towards improving software quality

## **Microsoft – Software Test Engineer**

(contract) Nov 1998 - Nov 1999

- Developed test automation and generated concise bug reports
- Worked with developers to debug functional defects in Microsoft Windows OS

## **Education & Certifications**

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- Microsoft Certified Azure Developer Associate AZ-204 (Jan 2021)
- Microsoft Certified Azure Administrator AZ-104 (Dec 2020)
- Salesforce Certified Platform App Builder (Dec 2019)
- Salesforce Certified Administrator (Dec 2019)
- Microsoft Certified Professional - Windows NT 4.0 (1998)
- Telecommunications Technician Diploma - BCIT (1996)

## **Interests**

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Drums, piano, bass guitar, motorcycling, e-biking and snowboarding.

Podcasts on technology, health, infosec, science & all things related to space exploration.