

## MICHAEL DODWELL

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### DevOps Lead

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With over 15 years of experience in IT and more than 10 years of experience in consulting I've managed to work in multiple different IT fields to gain a deep understanding of both the business and technical requirements for projects to succeed. I have a strong analytical and problem solving background in multi-platform systems solutions. I am able to identify problems and facilitate solutions in a timely matter. Therefore, I am most interested in a challenging and responsible position where my initiative, experience, and interpersonal skills will be fully utilized and valued.

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### PROFESSIONAL EXPERIENCE

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#### Accenture

*Accenture is a management consulting, technology services and outsourcing company helping clients in Australia become high-performing.*

DevOps & Agile Capability Manager (fulltime)

February 2015 - Current

#### Outware

*Outware Mobile is Australia's leading mobile app development and design company. Custom app developers for iPhone, iPad and Android.*

DevOps Consultant (contract)

October 2014 - February 2015

*Technical Environment: OSX, Xcode, Jenkins, Ansible, Git*

I was asked to join the Outware team to help solve some directional problems they were having with their build environments. This role required me to work directly with one of Outware's major clients, ANZ, finding a solution that would meet both ANZ's and Outware's requirements for a stable/secure build environment. The existing build environment required major rework and while contracting at Outware I was able to complete all necessary planning and implementation of the recreation of the environment. This work consisted of upgrades to the OS/virtualization/CI and implementation of better testing framework/build reporting. This work also required generic pattern setup to allow for use with other clients. My core achievements while working at Outware consisted of:

- Upgrade of Jenkins master and slave servers
- Resolution of software fault which lead to failure on Vodafone network
- Replacement of Jenkins configuration to introduce a more pipeline solution
- Improvements to testing frameworks and report generation
- Decrease in runtime of compilation tasks to improve git merge feedback
- Minimal downtime of systems as to not impact development
- Guidance to improve systems and methodologies

## **Geoplex**

*Geoplex help organisations they work with reach their goals by providing a skilled team of spatial system architects, developers and analysts; geospatial professionals with a common interest and shared expertise. Geoplex brings a clear thinking approach to the projects they work on, by rationalising problems, and carefully designing solutions.*

### **Lead DevOps Engineer (contract)**

**March 2014 – October 2014**

*Technical Environment: Amazon Web Services (AWS), Ubuntu, nginx, PostgreSQL, PostGIS, CartoDB, Puppet, Munin, Icinga, Windows 2012/2014, IIS, .NET, Javascript, Java, Elasticsearch, Jenkins*

My role at Geoplex consisted of the creation and automation of server environments capable of real-time monitoring of assets for the waste management industry. This was enabled through the installation of monitoring hardware installed on all trucks that would send GPS location and status information back to a centralized database, which was frequently queried “in real-time” for reporting and tracking analysis tasks, utilised by both company and council. Analysis data included photographic-proof of incidents. On average nearly a million records of real-time activity are recorded per month. Some of the techniques which were utilised in this work include but are not limited to the following:

- Selected and created SOE for both Windows and Linux
- Created puppet/monitoring infrastructure for proper service delivery
- Created continuous integration environment for developers
- Created deployment and testing procedures for software created in-house
- Deployed into AWS using ASG for automatic load scaling
- Gave guidance for Agile Methodologies in comparison to Waterfall
- Solved issues with elasticsearch population/aggregation issues
- Mentored team to deal with ongoing project issues/development

## **UXC Connect**

*UXC Connect is a focused IT company providing ICT solutions in Consulting, Business Applications, Infrastructure and the Cloud that support customers to design, implement & enhance, and operate & manage their ICT requirements.*

### **Solutions Architect (contract)**

**August 2012 – December 2013**

*Technical Environment: VMWare 4/5, Redhat 4/5/6, Puppet, Satellite, Windows XP/2000/7/2008R2, AIX, HP/UX, Bluecoat, Cisco, HP Blade Enclosures Gen 6/7/8, NetApp, NetApp OnTAP, IBM DS4800, CommVault, CA Arcserve, HP EVA, Data protector, WebSphere, Oracle, PostgreSQL, MySQL, Apache*

My role at UXC Connect was to assist in the contract to provide managed services to the Victorian government's Worksafe and TAC initiatives. The infrastructure was in dire need of renewal and suffered from a lack of upkeep. UXC was brought in to renew the entire infrastructure, re-platform archaic solutions and to bring new capabilities to the management of systems to the environment. While serving in my role at UXC my main accomplishments were:

- Architected the new Unix Standard Operating Environment
- Implemented automated Server Deployment Standards and Technology
- Re-platformed the main business application for TAC (Avanti)
- Automated deployment of new SOE and application deployment via Puppet
- Architecture of new NetApp storage solution in 2 datacenters
- Creation of performance and analytics tools for entire environment
- Team leadership

## **Australian Postal Corporation**

*For more than 200 years, Australia Post has met the changing needs of Australians. We continue to be a trusted part of everyday life for people and businesses across the nation.*

### **Sr. UNIX Systems Administrator (contract)**

**January 2012 – July 2012**

*Technical Environment: AWS, Ubuntu, nginx, Puppet, MySQL, MongoDB, Jenkins, Contour, Jira*

Australia Post has a project to create a Digital Mailbox within Australia called Redbox. The role was created to manage the operational requirement to bring to market a new solution. The original role required working with 3<sup>rd</sup> party providers to create a solution but later pivoted to use an existing solution from a supplier based out of the USA. The role required me to carry out a detailed analysis of the solution to confirm that it would fit into an Australian market. The role also required to deploy the solution into a shared hosting environment on an extremely short deadline. The hosting provider had to be selected and worked with to ensure compliance with PCI-DSS. The network consisted of over 10 environments, each environment being a sandbox to enable testing without interrupting or impacting production systems. The environment's were setup via custom built orchestration tools and puppet consisting mainly of CentOS instances. While this work was happening a local software provider was also commissioned to build front end applications that better suited the Australian market. Support for this development process was also required.

- Setup and maintenance of Contour for business requirements management
- Installation of puppet environment to allow for management and deploy of segregated EC2 instances for testing purposes
- Ability to operate in fluid business environment to get results independently, in a timely manner
- Detailed understand of inner workings of externally created solution and documentation for business case presentation
- Liaising with external providers to ensure deadlines where met
- Team leadership

## **Blue Central**

*A leading provider of managed infrastructure, application hosting and mobile connectivity services to small to medium business, enterprise and government.*

### **Sr. UNIX Systems Administrator (contract)**

**March 2011 – September 2011**

*Technical Environment: Linux, Solaris, SCOM, Windows 2008, AMS1000, MySQL, IIS, Asterisk, Plesk, Cisco*

Blue central has POP locations in Sydney and Melbourne. The '4th level team', which I was part of, is mainly managed out of Melbourne and support and business management directed from Sydney. The in-house environment consists of mainly Dell servers with networking provided by Jupiter networks. The business also hosts infrastructure of clients so the variety is quite large. SAN's are used to provide bulk storage for backup and provisioning to clients for virtual machine use. The network is made up of multiple environments due to acquisitions and strategic planning, making administration and planning difficult at times. Blue Central being a hosting company had large deployments of VMware ESX. Operating systems are varied due to the nature of the business; however, core blue central consisted of RedHat.

- Planning and movement of a AMS1000 from Sydney to Melbourne and installation of fiber infrastructure for use in backup/DR
- Cleanup of POP
- Brief and coordinate creation of cloud solution with Microsoft and Dell on extremely tight timeframe to qualify for Microsoft Partner of the Year award.
- Training of lower level support staff to better service clients' needs
- Mentoring staff as to best industry practices

## Hyperlink

*Hyperlink is one of Australia's leading providers of managed infrastructure, private network connectivity, website design and maintenance, and hosting services.*

### Sr. UNIX Systems Administrator

June 2010 – March 2011

*Technical Environment: Solaris, VMWare, Redhat, T1000's, X4200's, Oracle SAN, Shared Fiber channel, IBM FC Switches, ZFS, HA Clustering, MySQL, Oracle, Cisco*

Hyperlink's environment is a mix and match environment due to the nature of the business. Most clients have existing infrastructure before hiring Hyperlink to manage their services. This meant that each client had separate environments and each had separate SOE. One of the larger clients, who were the original owners when I started, was ASG whom had 3 different SAN's connected via fibre controllers to a large VMWare ESX farm that hosted around 100 virtual guests. Other clients used hardware and infrastructure provided by Hyperlink while other clients had hardware housed in-house but was managed by us. Hyperlink also had an internal VMWare ESX cluster as well as single dedicated ESX hosts with a small number of VM's created. Hyperlink also offered shared web and mail stores. The hardware ranged from Sun (4500, 4600), HP DL380's, IBM x3755's to HP P-class blade chassis and a lot of miscellaneous pieces of gear. The core operating system used was Redhat closely complemented by Open Solaris.

- Detailed comparison of different Virtualization platforms including Xen, VMWare and Oracle VM Server. Including the creation and setup of all platforms for review.
- Manual migration of Physical servers of different Operating systems and configurations to a Virtual Environment.
- Created a fault tolerant ZFS clustered SAN with DR capabilities
- Created streamlined procedures to enable more efficient ticketing system
- Planned and moved entire infrastructure from one POP to another with minimal downtime
- Developed centralized management of configuration files to enable easy deployment of new environments and version control of all changes
- Documentation to enable handover of asserts to Primus
- Multiple web cluster creation for clients
- Migration of old DNS servers to new HA environment
- Security monitoring and updates to all production and development environments
- Consulting to clients as to best procedures and knowledge share

## **Anywebcam.com**

*ANYwebcam.com is an active, online community web site where real people, using real web cameras, interact in real-time with live video text chat.*

### **Sr. UNIX Systems Administrator**

**June 2009 – September 2011**

*Technical Environment: CentOS, Redhat, Debian, Ubuntu, DRBD, MySQL, nginx, Apache, Radware, Cisco, KVM, Resin, EAC, VMWare, Java, PHP, HAProxy, Linux HA*

Their principle client base interacts in a real-time webcam environment. At current, the Anywebcam architecture houses 33 servers at Manhattan, NYC, USA. These servers are mission critical to the web-portal interactive environment and must be maintained 24/7. I was brought into the anywebcam.com team to help with an existing web architecture setup that was in a critical state at my time of arrival. Therefore, my role in this project encompassed the following components: The load was balanced by a Radware WSD that was constantly going faulty and required a manual flushing of ARP tables to reset it to a sane state. The web-stack is backed into Resin (java application server) and Zeus (web server). The database system was run out of a cluster of MySQL servers held together with EAC cluster technology. In the initial few months I was at AWC I had to carry out sweeping changes to the network and sub-systems to improve up time and reliability.

- Repaired and Up-scaled an extremely old IOS on the Radware WSD, working in partnership with Radware
- Developed a new failsafe architecture load balancer consisting of heartbeat, HAProxy, ldirectord, etc. In addition, an in-house cam broadcast repeater was installed to handle the 24Hr application load balancing requirement
- Migrated and replaced EAC with a upgrade of MySQL to 5.1 using read/write splitting to a master/slave architecture. This also included the re-integration of monitoring solutions and custom creation of automatic restoration services in cases of failures
- Reinstallation of all systems to bring conformity, including full documentation of each system and services migration. Replacing old versions of RedHat, CentOS and Debian Linux flavors
- Migration of clustered systems onto VMWare topologies
- Worked closely with developers to resolve outstanding issues with regards to network and system performance as well as creation of procedures for optimal daily operation
- Migration of entire infrastructure to new hosting provider and new hardware. Created custom puppet configuration using mirrored DRBD disks and KVM to provide HA virtualization environment on standardized hardware license free

## **E-kit**

*E-kit is a global provider of integrated communications and Internet services, designed to keep travellers in touch.*

### **UNIX Systems Administrator**

**September 2006 – March 2009**

E-kit's environment consisted of a large number of Solaris (7-10) hosts (150+) and a smaller number of RedHat installations that serviced as both firewalls and customer service workstations (50+). My role required regular servicing of these machines, which included hardware support, OS maintenance and deployment. While at E-kit I upgraded most Solaris hosts to version 9 and later to version 10, while also upgrading workstations and firewalls from RedHat Fedora 7 to Fedora 10. E-kit is a leader in Telecommunications catered for the travel industry which gave me a strong understanding of voice and data networks. The core operating system was Solaris 10 with core networking services (radius, firewalling, POP fileserver and CS desktops) provided by RedHat.

- Managed and migrated dataflow transfer and overall web infrastructure of on-site and off-site international partner companies of E-Kit. This consisted of implementing new environments to sustain the infrastructure
- Assisted in the launch of E-kit's first MVNO from the Isle of Mann and subsequent MVNO in the USA. Implemented CISCO based solution following new hardware rollouts
- Frequent travel between international offices to maintain and expand structure of existing data networks

- Detailed documentation and change control was required to insure minimal disruption to customers occurred
- Developed redundancy and continuity plans and implement best solutions for UNIX and Windows (desktops and servers) and support staff in 3 different countries with set tasks.
- Developed topology and network monitoring solution that enabled the surveillance of E-kit's on-site and off-site systems. This allowed continual real-time notification of site systems statuses
- Kick start setup and maintenance to automate build and deploy of RedHat systems.
- Investigation/Implementation of VMWare ESX
- Mentoring of staff members
- Creation and maintenance of backup solution (custom built, written in Perl and BASH)

## **Toll Solutions**

*The Toll Group is Australia's largest Logistics and Transportation solution provider.*

**UNIX Systems Administrator (contract)** March 2006 – August 2006

This was a extended contract role working out of Toll's development department which required me to liaise with Toll Group and to assist in the software and hardware rollouts of new developments tailored to the business. The core operating systems was Redhat.

- Designed and Implemented SUN/Solaris hardware for future development projects.
- Developed systems documentation, and Business Continuity plans for handover of project.
- Continued project development in accordance with ITIL frameworks

## **Sensis**

*Sensis – operates several well-known brands on behalf of Telstra including White Pages, Yellow Pages, Citysearch, Whereis, Trading Post and sensis.com.au.*

**UNIX Systems Administrator** February 2005 – January 2006

My role at Sensis involved the support of daily operations of the entire Internet presence of the company. This included hardware and software monitoring of over 700 systems 24/7. The role also required liaising with the development teams as well as supporting new rollouts of the existing hardware and software upgrades all following strict change control systems. Due to the complexity of the business a very diverse deployment consisting of RedHat, Solaris and AIX serviced the business needs.

- AIX training to solely support systems used by international operators to fetch Australian phone directories.
- Assistance with installation and daily operation of VERITAS backup solution
- Rewriting of deployment procedures to include assistance in monitoring and redundancy as well as providing documentation to system support staff in the instance of critical failures.
- Hardware/software debugging and liaising with external contractors to resolve time sensitive issues
- Mentoring of staff members
- Maintenance of Multi-tiered Applications to insure correct data flow to service customer needs

## **Sytec Resources**

*Sytec Resources offers information, communication, and technology (ICT) consulting; ICT security; and outsourcing services to corporate and government clients.*

**UNIX Systems Consultant (contract)** August 2004 – December 2004

## **RequestDSL**

*Australia wide business broadband, including ADSL and SHDSL for Internet and private networking.*

**Netflow Engineer** August 2003 – August 2004

**FIS, UK**

*Froogle Internet Services providing information portal and webhosting.*

UNIX Consultant (contract)

November 2002 – March 2003

**HERMES PRECISA PTY. LIMITED**

*One of Australia's most largest outsourced business service providers, delivering inbound and outbound communication management, results processing and information management services..*

Business Solutions Engineer (contract)

July 2002 – October 2002

**Trellian**

*One of the oldest and most experienced Internet Companies; Trellian leads with its innovative development in both Software and Internet solutions.*

Systems Administrator

January 2001 – May 2002

**Alphalink Australia Pty Ltd**

*Internet service provider with dial up access, ADSL and wireless broadband services.*

Systems Architect

January 1999 – December 2000

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**EDUCATION**

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Solaris System Performance Management (SA-400)

pSeries AIX System Administration Certification

CCNA

Certificate IV in Information Technology

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**REFERENCES**

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Provided upon request.