

DANIEL BERGAMIN

IT professional with a proven track record in increasing the rate at which teams can safely deliver customer value. I specialise in automating release processes, building the tools and fostering the culture that shifts quality and security left. I am driven by a need to understand and own the end-to-end delivery of solutions both new and legacy; partly to achieve the best outcome for customers, but also to keep my technical curiosity in check!

CAREER HISTORY

Started out as consultant/developer at ServiceRocket selling, spec'ing and delivering add-ons and migrations for the Atlassian ALM tools, and then tossing them over the 'wall' to customers ops teams. Craving the satisfaction longer-term ownership and continuous longer-term feature delivery, I moved to Transport for NSW, first building out a greenfield platform to deliver their revamped primary customer facing web property, and then operating and improving both the platform and the website in production for a year and a half.

My most recent contract at WorldFirst took me into the operational sysadmin territory I missed by jumping straight from being a developer to building immutable infrastructure and serverless solutions. There was a need to initially deliver on a fleet of bare-metal servers running in co-lo datacentres, after which I was able to play a leading role in their transition to cloud in the second half of my engagement.

POSITIONS

DIGITAL FRONTIERS

Director & Lead Consultant

07/2018 –



Contract: Principal Devops

07/2018 – 07/2019

Role

- Work with development teams to improve the performance, robustness and security of legacy PHP applications and their Ansible + Bamboo release mechanisms. Moving towards readiness for migration to immutable infrastructure cloud-native deployments.
- Develop Swarm-based production infrastructure and build/release pipelines for a new generation of Java (1.8+ and SpringBoot) applications. Work with development teams to educate and build skills around usage of the new build and release infrastructure.
- Reactive operational management, root cause analysis and subsequent continuous improvements to security and stability of production systems.
- SME for configuration/usage of Atlassian tooling for software development and business operations.

Achievements

- Technical leadership in reprovisioning the primary and DR production data centres as a multi-AZ cloud environment, moving and improving ~100 production services with minimised downtime.
- Greatly improved adoption of Docker for local development and build pipeline test environments. We went from one new project using it when I started, to nearly all active projects (new and legacy) by the end of my tenure.

TRANSPORT FOR NSW

Cloud Automation Engineer

04/2016 – 06/2018

Responsibilities

- Develop integrations and automations for a continuous delivery pipeline, with the overarching goal of

enabling more frequent releases with a high degree of confidence.

- Use a combination of AWS CloudFormation, Jenkins, Ansible & Ruby scripts for deploying infrastructure and provide 24x7 support on rota.
- Dockerising acceptance tests, so builds could run in parallel to reduce costs and improve speed.
- Developing new website functionality using Serverless framework (AWS Lambda backend).
- SME for Atlassian productivity tools; advising on and implementing custom solutions across the Transport agency that utilised Atlassian applications as a tactical platform.

Achievements

- Implemented greenfield CI/CD system to deliver transportnsw.info; ability to release acceptance-tested artifacts from any commit to prod by promotion with no downtime; fast feedback to developers.
- Implemented several front-end features using Angular components and Drupal modules, to cross-skill and understand the developer experience of the delivery pipelines I owned.
- Operated website for ~1.5 years with < 30 mins total of full downtime to site and core microservices.
- Technical leadership in design and implementation of payments infrastructure, including obtaining PCI-DSS compliance to an SAQ A-EP level.

SERVICEROCKET

Consultant

05/2013 – 04/2016

Responsibilities

- Business process consulting, with a focus on best-practice usage of JIRA and Confluence, including basic coaching in Agile methodologies (Scrum/Kanban).
- DevOps consulting focused around optimal usage of JIRA, Stash and Bamboo.
- Architecture, requirements design, and full stack development of integrations between Atlassian products and internal systems operated by our clients.
- Perform migrations where no out-of-the-box path exists by developing custom scripted extractors and loaders, to help move data from minor or internal ticket trackers/wikis to JIRA and Confluence.
- Deep troubleshooting of technical issues with misbehaving JIRA/Confluence instances for clients who did not receive satisfactory resolutions from Atlassian support. GC tuning, thread/heap dump investigations, and working with 3rd party plugin vendors/infra teams to fix their issues where needed.

Achievements

- Led over 30 implementations of workflow/productivity solution for teams up to business-unit size in the financial and technology spaces. Measurable improvements to process lead and cycle times for our clients, with more fluid distribution of work and data-driven insights into team performance.
- Presenter/lead training content designer of fundamentals tutorial track for DockerCon 2015.

Junior Developer

08/2012 – 05/2013

- J2EE development (1.6) on SASS product, technical writing of customer documentation, prepare business requirements for small customisation projects, HTML/CSS/JS front-end development.

Support Engineer

01/2012 – 07/2012

- Provide product support for clients, communicate technical aspects of product functionality, manage customer expectations, resolve low hanging fruit and technical triage for more advanced issues.

COMMUNITY

ATLASSIAN USER GROUP

Host and occasional speaker, Sydney chapter

06/2017 – 06/2018

I ran the AUG Sydney for a year as part of a trio of volunteers, event planning and hosting a variety of experiences for audiences of ~50 on a bimonthly cadence. I presented a few different talks covering JIRA, Devops and the BDD practice we had at Transport over the course of a year.

SKILLS

Below is a list of the concepts that I have worked with professionally, along with the specific tools or implementations I am most well-versed with in right-to-left order. Bolded tools indicates high proficiency.

<u>Cloud Engineer</u>	
Public Cloud	AWS (EC2/VPC/S3/Cloudfront/SQS/SNS/Lambda) , Azure, GCP
IaC	Cloudformation, Serverless.com , Terraform
Orchestrators	Docker Swarm , ECS, Kubernetes
Virtualisation	Vagrant (Virtualbox) for local environments; libvirt (KVM) on physical hosts
Identity and auth	Oauth 2.0 (and OIDC), SAML, HMAC (JWT)
Load Balancers	AWS ALB/ELB/NLB, nginx , httpd, Pulse VTM
<u>Devops Engineer</u>	
Config Management	Ansible , Puppet
Build/Deploy Servers	Jenkins, Bamboo , TravisCI
Build/Packaging tools	Maven, Yarn, NPM , Make, Webpack, Grunt, Ant
<u>Security</u>	
SW/App Firewalls	iptables, modsecurity, AWS WAF
Asymmetric Crypto	Openssl , SSH, TLS
Management	Qualys Cloud (Vuln Management/Policy Compliance)
<u>General</u>	
Operating Systems	Linux, Windows
Languages	Object Oriented (Java, C#, PHP) , Imperative (Ruby, Python), Event-driven (Node)
VCS	git , hg, SVN
ALM Tools	Atlassian Suite (JIRA, Confluence, Bitbucket, Bamboo, Crowd)

EDUCATION

UNIVERSITY OF TECHNOLOGY

2010 – 2012

Bachelor of IT , Information Technology; GPA 3.37

BAULKHAM HILLS HIGH

2004 – 2009

Higher School Certificate

Relevant references disclosed upon request.

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