Jason Mazzarol

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Profile

I am a technology leader with over 14 years experience across the Development, Infrastructure and Operations domains. Having taken on team leadership and managerial responsibilities in the last 3 years, I am passionate about process improvement and have been applying the lessons of the DevOps movement (Agile, Lean, Kaizen, Improvement Kata, Safety Culture) to improve the ability of development and operations to further business goals.

I am looking for new opportunities as a leader that will allow me to harness my diverse skill set and problem solving ability to solve new problems.

Experience

HEAD OF TECHNOLOGY, XCOM | BRISBANE
JUN 2018 -> APR 2019 (11 MONTHS)

KEY RESPONSIBILITIES

- Work as part of the XCOM Management Team to address whole of business challenges/opportunities.
- Assisting with Integrating XCOM into acquirer's business
- Assist, advise and provide coverage for the General Manager
- Manage, lead and mentor a team of 4 engineers covering Development and Infrastructure Operations based both locally in Brisbane
- Solutions Architecture
- Overall responsibility for all technology services in the XCOM organisation (Development, Operations, IT, Security)
- Hands-on development with PHP & Python
- Design and Implementation of REST-ful API services
- Hands-on Infrastructure Operations
- Facilitating blameless post-mortems and process improvement
- Requirements Gathering / Analysis & Solution Architecture
- Cost optimisation and benchmarking
- Ensuring the security of personally Identifiable information (PII) of all XCOM clients and compliance with Privacy Legislation
- Technical communication with clients and 3rd parties

ACHIEVEMENTS

- Architecting and Transitioning primary development Language from PHP to Python
- Architecting and Transitioning from OnPremise deployment model to AWS based
- Architecting and Transitioning from a virtual host based deployment model to containerisation (Docker Swarm / AWS ECS)
- Implementing XCOM's 3rd Generation CI/CD pipeline

TECHNOLOGY MANAGER, XCOM | BRISBANE
AUG 2015 -> JUN 2018 (3 YEARS 3 MONTHS)

KEY RESPONSIBILITIES

- Manage, lead and mentor a team of 5 engineers covering Development and Infrastructure Operations based both locally in Brisbane and remotely (Philippines)
- Overall responsibility for all technology services in the XCOM organisation (Development, Operations, IT, Security)
- Work as part of the XCOM Management Team to address whole of business challenges/opportunities.
- Hands-on development with PHP & Python
- Design and Implementation of REST-ful API services
- Hands-on Infrastructure Operations
- Facilitating blameless post-mortems and process improvement
- Requirements Gathering / Analysis & Solution Architecture
- Cost optimisation and benchmarking
- Ensuring the security of personally Identifiable information (PII) of all XCOM clients and compliance with Privacy Legislation

ACHIEVEMENTS

- Implementation of CI/CD pipelines and containerisation using Docker Swarm to speed up the development / deploy cycle
- Improved relationship between Development and Account Management Team
- Operation of infrastructure services at 1/3rd the cost of AWS.
- Modernisation and consolidation of dozens of codebases into well tested shared services, reducing technical debt and improving reliability
- Architecting and Developing the Corona Reporting Solution, Luna Email marketing product (SaaS) and other products
- "New World" Infrastructure project integrating Salt configuration management, VMware provisioning and Docker deployment, reducing infrastructure workload.
- Low Lock-in Hybrid Cloud Strategy with AWS and co-located data centre for DR
- Implemented integrated Atlassian Suite (Jira, Confluence, HipChat, Bitbucket) to improve communication, ticket management and process compliance.

SUPPORT / SOLUTIONS / INFRASTRUCTURE ENGINEER, XCOM | BRISBANE
JAN 2011 -> AUG 2015

KEY RESPONSIBILITIES

- Be the Subject Matter Expert for StrongMail(now StrongView) Platform in the APAC region
- Act as the primary Technical Support Engineer for the StrongMail product in the APAC region
- Architect and Operate XCOM's StrongMail Hosting Platform (based on VMware vSphere)
- Architect and Operate XCOM's Hosting Infrastructure
- Pre-sales Engineering for the StrongMail Product
- Training for the StrongMail Product
- Perform the IT function for XCOM Media
- Solutions Architecture for Pre-Sales designs & POC and Post-Sales Implementation.
- Ensuring the Security of PII of all XCOM clients and compliance with Privacy Legislation
- General assistance to the Development Team
- IT Vendor Management
- Identifying opportunities for Technical Innovation
- Provide technical leadership to XCOM Media (in concert with the Lead Developer)

ACHIEVEMENTS

- Design and Integration of XCOM's Web & StrongView Hosting Platforms (incl. servers, networking, SAN, Virtualisation Platform)
- Expansion of Email Volume by 20% Year on Year in 2014.
- Successful on boarding of significant clients
- Architected the EMIL client solution (Email Platform)
- Become XCOM's Privacy Champion
- Identified and provided solutions involving many long standing performance issues, and allowed the removal of several workarounds that added to technical debt.
- Completed Team Leadership Training (Success Strategies for Team Leaders and Supervisors from LMA Australia)

SENIOR SUPPORT ENGINEER / CONSULTANT, GEEKWORKS | BRISBANE
JUL 2010 -> NOV 2010

KEY RESPONSIBILITIES

- Provide Onsite support of Mac and PC environments (SOHO / SMB market)
- Implementation and integration of Mac, PC, Server & NAS solutions.
- Retail Sales, Support and Service in a shopfront environment

ACHIVEMENTS

- Scope, Analyze, and development Greenfields Mac solution of 12 client environment with server solution in multiple industries (Childcare, Real Estate, Architects Office)

TECHNICAL SUPPORT ENGINEER, RED HAT ASIA PACIFIC | BRISBANE
AUG 2009 -> JUL 2010

KEY RESPONSIBILITIES

- Work rotating shifts as part of a global support team to provide 24x7 Global Support as a 1st / 2nd level support engineer
- Provide support for Red Hat Enterprise Virtualisation 2.2
- Provide specialist support for Red Hat Enterprise Linux 3, 4 and 5.
- Support Cluster Suite, MRG (Messaging, Realtime and Grid), Red Hat Satellite and Directory Server Products.
- Work with Sustaining Engineers to resolve bugs

ACHIVEMENTS

- Gained Red Hat Certified Engineer Certification (RHEL 5)
- Supported Launch of RHEV 2.2 product
- Developed patches for issues with Red Hat Satellite.
- Part of KCS (Knowledge Centric Support) initiative.

SYSTEMS / SOFTWARE ENGINEER, FLEXA | BRISBANE
SEP 2008 -> AUG 2009

KEY RESPONSIBILITIES

- Software Development in Java
- Web Development in PHP
- Linux Systems Administration
- Backup management

ACHIVEMENTS

- Worked on contract providing systems engineering and software development for a Series B startup in the United States. Providing 1/3rd of 24x5 global coverage.
- Assisted in the initial POC of Flexa's first product (a NoSQL Graph Database, written in Java).
- Setup IT infrastructure for Flexa's Australian Operations

SYSTEMS ENGINEER, GEEKWORKS | BRISBANE
DEC 2007 -> SEP 2008

KEY RESPONSIBILITIES

- Provide Onsite support of Mac and PC environments (SOHO / SMB market)
- Implementation and integration of Mac, PC, Server & NAS solutions.
- Setup of internal IT systems
- Retail Sales Coverage
- Pre and Post Sales Engineering

ACHIVEMENTS

- Employee #1. Assisted in the setup of the initial store and service areas
- Quote, Sale and implementation of solutions for a range of clients

SYSTEMS ENGINEER, SURETY IT | BRISBANE
DEC 2007 -> SEP 2008

KEY RESPONSIBILITIES

- Systems Engineering in a Managed Service Provider (MSP) Environment
- Provide Onsite and Remote support of client IT environments
- Perform routine maintenance and change management
- Support Windows and OSX Server and client.
- Linux Server support
- Hardware Support

COMPUTER SUPPORT OFFICER, GRIFFITH UNIVERSITY | BRISBANE
MAR 2004 -> JUL 2007

KEY RESPONSIBILITIES

- Support the Desktop and specialist needs of staff, business units, centres and schools across all Brisbane campuses
- Provided both in person and remote support in an ITIL environment.
- Support Windows and Mac desktop environments
- Work as part of the Standard Operating Environment Team to build the standard desktop images and deployment tools.
- Support of Lotus Notes and Novell Netware Environment.

ACHIVEMENTS

- Built a custom linux distribution for PXE boot to support the modern hardware required, but keep legacy compatibility with a binary tool (Novel ZenWorks)
- Being a cross technology resource able to be moved to wherever additional technical resourcing was needed.

Buzzworks

- Technical Team Leadership & Management

- Requirements Gathering, Analysis and Design

- Project Management using Agile derived Methodologies

- Platform and Service Integration

- Distributed Systems

- Cloud Services (AWS)

- Containerisation & Microservices Architecture

- DevOps Automation

- Current Development in Python & PHP.

- Previous Development in Java, C# and Delphi.

- Git & SVN source control

- Networking, Storage and Server Management

- Basic Front End Development

- Relational & NoSQL Database Development and Administration (MySQL, Redis and PostgreSQL)

- Administering Atlassian Suite (Jira, Confluence, BitBucket, Bamboo, HipChat)

Education & Certification

CENTRAL QUEENSLAND UNIVERSITY, BRISBANE – (ONGOING) GRAD DIP. INFO. TECH. - 2015

 50% Complete. On hold due to family commitments

LEADERSHIP MANAGEMENT AUSTRALASIA (LMA) , BRISBANE - 2015

 Success Strategies for Team Leaders and Supervisors (Includes Diploma III in Business)

RED HAT CERTIFIED ENGINEER - RHEL 5 - 2009

References

Available on request