Kyle Pryce-Jones

Profile

Accomplished Software Engineer with over five years of experience in private cloud operations, specializing in Kubernetes, OpenShift, and infrastructure-as-code (IaC) automation. Proven expertise in managing complex, high-availability systems, driving operational efficiency through automation, and resolving critical production issues. Adept at collaborating with cross-functional teams and vendors to deliver robust solutions for enterprise-scale environments.

Technical Skills

- **Platforms & Tools:** OpenShift, Kubernetes, Portworx, Ansible, Ansible Tower, Bash, ArgoCD, Dynatrace, Grafana, HashiCorp Vault, ServiceNow
- **Programming Languages:** Go, C++, PowerShell, Python (and more)
- **Infrastructure & Automation:** IaC, GitOps, VMware, RHEL, GitHub Workflows
- **Troubleshooting & Monitoring:** Elastic/Kibana, Red Hat products
- **Compliance & Security:** CVE remediation, Linux patching, image pipelines

Professional Experience

Senior Developer, Team OpenShift

Royal Bank of Canada   **April 2023 – March 2025**

- Participated in high-priority initiatives on RBC's private cloud team, focusing on OpenShift and Portworx upgrades, compliance remediation, and IaC automation using Ansible and Bash.
- Root cause analysis for complex issues; for example performance issues between conflicting software products or across multiple teams within the organization.
- Acted as a key story-burner, driving team planning, participating in architectural discussions, and prioritizing critical fixes to ensure system reliability.
- Led 10–20 OpenShift upgrades across IaC-managed and manually deployed clusters, coordinating with change management, clients, and executing upgrades on hundreds of nodes during off-hours.
- Developed and maintained Ansible playbooks to streamline OpenShift upgrades, leveraging Red Hat documentation to resolve operator failures and other issues in real time.
- Drove GitOps adoption using ArgoCD, implementing operators such as Dynatrace SaaS, KEDA, custom cost-management, and Grafana with LDAP integration; regularly reviewed team pull requests to ensure production stability.
- Automated VMware VM tagging, nightly maintenance jobs, and GroupSync operator issues resolution using Ansible and Bash, enhancing operational efficiency.
- Resolved critical Portworx cluster issues as an on-call engineer, collaborating with Portworx support to address P1/P2 incidents impacting bank operations, and executed 5–10 successful Portworx upgrades.
- Led compliance remediation efforts on RHEL systems, developing Bash scripts and Ansible playbooks to address kernel package issues and other localized vulnerabilities.
- Contributed to a "clean base image" pipeline using GitHub workflows to address CVE remediation, collaborating with external contractors to ensure robust outcomes.
- Delivered annual training workshops to co-op students on OpenShift and HashiCorp Vault application development, fostering knowledge transfer within the organization.

Developer, Team OpenShift

Royal Bank of Canada   **May 2021 – 2023 April**

- Managed Diamanti DBaaS cluster series for eight months, initiating automation through custom Ansible playbooks to transition from manual to automated management.
- Took ownership of the Diamanti DBaaS cluster series, which initially had minimal automation. Over eight months, successfully managed the environment and created an initial framework for automating this series of clusters.
- Participated in the OpenShift team's on-call rotation, troubleshooting production issues impacting critical applications, including Mobile Online Banking, by collaborating with vendors (Red Hat, Portworx, Dynatrace) and leveraging support resources.

- Diagnosed and resolved Kubernetes-related issues, such as broken operators, pod failures due to misconfigurations, and OS-level node issues affecting cluster performance.
- Enhanced cluster build automation through Ansible Tower playbooks, addressing API call failures and manually building clusters in lab environments for testing and validation.
- Contributed to RBC's custom-built, Go-based onboarding operator, solidifying deep knowledge of Kubernetes.

Co-op Student & Analyst, Team OpenShift
Royal Bank of Canada   **September 2019 - May 2021**
- Developed foundational skills in Kubernetes and Linux administration while balancing part-time work and final-year Computer Engineering studies.
- Supported operational tasks, gaining hands-on experience in private cloud management and system troubleshooting.

Summer Intern & Analyst, Windows L1
Royal Bank of Canada   **April 2019 - September 2019**
- Designed and deployed a C++-based internal tool adopted across all RBC branches, marking an early career success.
- Developed proficiency in PowerShell and Elastic/Kibana for system monitoring and automation.

Education

Queen's University, Kingston, ON
Bachelor of Computer Engineering, 2021

Awards

RBC Quarterly Performance Award – 2023
Awarded for work integrating RBC's private cloud instance with ServiceNow.