

Kyle Pryce-Jones

Profile

Accomplished Software Engineer with over six years of experience in private-cloud operations, specializing in Kubernetes, OpenShift, Ansible and infrastructure-as-code (IaC) automation. Expert in managing complex, high-availability systems. Currently focused on building AI-led infra.

Professional Experience

Senior Developer, Team OpenShift Royal Bank of Canada

April 2023 – March 2025

Acted as a key story-burner, mapped the team's sprint planning, participated in architectural decision-making and developed critical fixes as an on-call engineer.

- Acted as a 24/7 L2 on-call support engineer for OpenShift (on rotation). Our overseas L1 team escalated issues which I developed fixes for either independently or by working with vendors RedHat and Portworx.
- Resolved critical Portworx cluster issues as an on-call engineer, collaborating with Portworx support to address many P1/P2 incidents impacting bank operations, and additionally executed 10+ successful Portworx upgrades.
- Led another 20-30 OpenShift upgrades across IaC-managed and manually deployed clusters, coordinating with change management, clients, and executing upgrades on hundreds of nodes overnight.
- Owned the onboarding of OpenShift to ServiceNow, allowing all 30+ clusters to be connected to RBC's main inventory system. Enabled 10,000+ users to see their data in inventory. As part of this developed a custom solution to tackle VMware VM tagging, which allowed thousands of VM's to be correctly discovered in RBC's inventory
- Regularly contributed to our collection of Ansible playbooks which aided in streamlining OpenShift upgrades, resolving issues across clusters and improving compliance posture
- Resolved compliance issues which protected RBC from MRA and MRIA findings
- Led the compliance remediation effort on all RHEL systems, developing Bash scripts and Ansible playbooks to address kernel package issues and other localized vulnerabilities.
- Using ArgoCD and GitOps, developed and deployed many applications and operators across all clusters such as Dynatrace SaaS, a custom built cost-management app, an application to auto-reboot nodes, and a powerful Grafana-Prometheus setup with LDAP integration. As an example, I implemented the KEDA autoscaling operator which saved RBC ~3 million dollars over 5 years.
- Regularly reviewing team Pull Request's. Actively involved in git structure.
- Contributed to a "clean base image" pipeline using GitHub workflows to address CVE remediation. Involved collaborating with external contractors to ensure robust outcomes. Resulted in a cutting-edge product that addressed major security vulnerabilities at the bank.
- Delivered annual training workshops to co-op students on building applications using OpenShift and HashiCorp Vault fostering knowledge transfer within the organization.

Developer, Team OpenShift Royal Bank of Canada

May 2021 – 2023 April

Developed deep familiarity in the role of administrator/developer for production Kubernetes clusters. Began my journey as an on-call support engineer.

- Owned the 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 under-the-hood of Kubernetes.

Co-op Student & Analyst, Team OpenShift
Royal Bank of Canada
2021

September 2019 - May

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

- Developed and deployed a "tech support" application to all RBC employees desktops. Was assisted by one other co-op student and an exec. Over 10,000 users received this application on their desktop.
- Worked with PowerShell and Elastic/Kibana for system monitoring and other various tasks

Technical Skills

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

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.