

Patrick O'Shea

459 Millwood Pl, Winter Garden, FL 34787

poshea@gmail.com 612.581.1681

LinkedIn: linkedin.com/in/psoshea

Skill sets

Frameworks

Kanban
DevOps
SAFe Agile

Platforms

Windows
Linux
OpenShift
Mesos
Java
IIS

Languages

Perl
Ruby
Shell

Tools

Dynatrace SaaS and Managed
Dynatrace App Mon
Dynatrace DCRUM
Dynatrace Synthetic
New Relic
Service Now
Ansible
CA Rally
Aha!
Tea Leaf
Jive tools
Atlassian tools
HPe Operations
HPe Performance
HPe Service Manager
Splunk
ELK

Misc

National Security
Clearance

Experience

Manager, Architect

Optum - Telecommute / January 2016 - current

Managed 14-person APM team at Optum

- Modernized Optum's APM capabilities and team structure by adopting deeper DevOps and Agile practices, by extending capabilities by bringing in new tools such as Dynatrace SaaS, New Relic, Tea Leaf and ELK and by adopting a Center of Excellence and services model for team operations
- Grew scale of deployments and capabilities over 80% while losing headcount
- Continued to lead team to world-class scale and capabilities in APM deployment and consumption
- Team developed data consolidation platforms, configuration management and customer portals to manage massive vendor tool deployments
- Architected Enterprise Monitoring department's vision and integrations for providing services to scale, to adapt to cloud deployments and internal changes, spanning APM, Systems, Network and other monitoring products in the portfolio

Team Technical & Architectural Lead, Interim Manager

Optum - Telecommute / October 2013 - January 2016

Technical lead role for the APM team

- Drove architecture, scalability and growth of the infrastructure and deployments, 30-50% annual growth
- Transitioned into leadership role over team of 14 employees
- Architected and delivered large-scale government contract environments with high-security requirements and regulations

Infrastructure & Architecture Operations & Development

Optum - Plymouth, MN & Telecommute / June 2008 - October 2013

Full-stack support, architecting and deployment of Dynatrace (formerly Compuware) toolstacks and supporting infrastructure

- Built scalable architecture for Dynatrace product sets to expand to massive scale and supportability
- Implemented cross-functional skillset DevOps-style team vision to deploy, manage and utilize APM toolsets for critical business applications
- Architected and delivered scalable deployments of applications for enterprise and large government contracts

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Sr IT Technical Analyst

UnitedHealth Group/Optum - Plymouth, MN / May 2004 - June 2008

Administered hardware, OS and application stack for HP Operations and Performance toolstacks

- Developed Performance Management architectures and product support with HP Performance frameworks
- Architected and deployed Synthetic monitoring toolsets for vital business transaction monitoring
- Administered and configured HP Operations, NNM, OVIS, OVR, Performance and internal-supportive toolsets to provide enterprise scale monitoring
- Architected and grew documentation repository that integrated with HP Operations framework to improve quality of response to operational events

Command Center Lead Analyst

UnitedHealth Group - Plymouth, MN / February 2002 - May 2004

Command Center / NOC Lead Analyst

- Co-founded organization focusing on performance, availability and network monitoring, level 3 troubleshooting and tool usage for critical incidents to fill center of excellence gaps in technology delivery
- Utilized breadth of toolsets ranging in monitoring and management via system, network, synthetic network, synthetic real-user toolsets
- Architected, designed and co-wrote a tool for group paging and contact management for Command Center and Helpdesk Crisis Management teams; framework is still in use today
- Pioneered synthetic monitoring tool deployments and scalability

Availability Operations Analyst

UnitedHealth Group - Golden Valley, MN / October 2001 - February 2002

Availability and operations IT services for UHG provider and employer portal applications

- Managed warrooms, monitored deployments and other operationally pertinent tasks for portal applications

Crisis Manager

Computer Generated Solutions - Golden Valley, MN / July 2000- October 2001

Tier 2 and 3 support and high-priority incident management and warroom services

- IBM and CGS contracted to assume UHG Helpdesk functions for internal IT and business
- Managed communications and escalations procedures for Crisis Management group

Helpdesk Analyst

UnitedHealth Group - Golden Valley, MN / July 1999 - July 2000

Provided multi-tier support for UnitedHealth Group internal IT and business customers

- Provided level 1 technical support in desktop, application and server functions
- Supported server teams off hours by providing hands-on support for part replacement, tapes, reboots and other needs

Hobbies & Interests

cyclo-cross and endurance mountain bike racing, distance running, backpacking, playing board games, attending musical theater and reading avidly