

Patrick O'Shea

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Current Role:

I am currently an IT Architect working in the OptumHealth OCIO Enterprise Architecture team (formerly Optum OCIO), supporting the Genomics England (GEL) client project. I specialize in Monitoring, Application Performance, Performance tuning & monitoring technologies, deployments, scalability and all related practices in both traditional and DevOps/Agile methods and I have been setting up monitoring and monitoring architecture, frameworks, processes and procedures for GEL. I also am the primary contact for day to day architecture for their private cloud microservices and infrastructure and deployment into OpenShift.

Outside of GEL client, I support the Monitoring/Performance/APM and Infrastructure for Optum and UnitedHealth, focusing primarily on Monitoring at scale and modernization.

Education:

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Technical Experience:

Manager, Architect IT - Optum - 2 year(s) of experience

Team Technical & Architectural Lead, Interim Manager - Optum - 3 year(s) of experience

Infrastructure & Architecture Ops / Dev - Optum - 5 year(s) of experience

Sr IT Technical Analyst - Optum - 4 year(s) of experience

Command Center Lead Analyst - Optum - 2 year(s) of experience

Availability Operations Analyst - Optum - 1 year(s) of experience

Crisis Manager - Optum/CGS - 1 year(s) of experience

Helpdesk Analyst - Optum - 1 year(s) of experience

Sustained Technical Achievements:

- APM to scale - 2008-18 - Grew Application Performance Management team and supporting infrastructure. I was the primary architect for this time period and helped deliver the 2nd largest implementation of Dynatrace (at the time in 2015) products. We managed 50 packet collection devices and 100s of VMs to collect and disseminate the APM data collected by the vendor toolsets. Brought onboard New Relic into central management, and inside of the last year began growing into an OpenSource-based toolset vision, which continues on after I have left.

- OneView: 2015-18 - Came up with the idea, obtained the funding and helped design the OneView monitoring configuration management / "where's my monitoring" federated management tool. Data from monitoring tool configurations/databases are combined ASK and ServiceNow data to provide application & service contextual data alongside of monitoring deployments & configurations. The Project is still underway and growing, and is a highly valuable asset to Optum in the IT and Biz/IT teams. <http://oneview.optum.com>

- SME - 2001 - While starting the burgeoning Optum TCC I helped to fill a need for contact management, individual page outs and complex group/team pageouts, by collaborating with a colleague in the Helpdesk to create such a tool. I designed the database structure and schema and user experience/front-end. The SME 2.0 (.NET re-write) tool was finally replaced with ServiceNow in mid-2018.

Technical Achievements:

Professional and Technical Affiliations:

Patents/IP/Reusable Assets:

I am member of an Optum Patent Invention team alongside Daniel Hiebert, Gregory Schullo and Shawn Givan. We have 2 patent ideas in flight with the Review team and expect to be able to proceed with at least 1 of them.

Articles/Books/Conference Speaking:

I have spoken at a number of vendor conferences over the last 10 years, primarily at Dynatrace conventions & local/regional meet ups. Most recently I spoke in 2 subsequent break-out sessions at Dynatrace's Perform conference in 2017 and 2018. I have also spoken at other Performance and New Relic FutureStack conferences.

I have written for my team, which has been republished, dozens of pages of write-ups on using, deploying and managing APM and other monitoring toolsets. Due to a shift in role to more leadership for a number of years, much of that re-write was accomplished by my team.

Optum/UHG Internal Rewards and Recognitions:

External Rewards and Recognitions:

New Role:

Distinguished Engineer, Monitoring

Primary responsibilities would be:

- Collaborate with Technology and Business leaders in all segments to architect and manage a more comprehensive monitoring strategy for Optum
- Create and manage a Monitoring Leadership organization to align monitoring strategy for Optum

Personal Eminence:

I have a long-standing well-regarded reputation at Optum. I have been a member and participant in Operations-oriented teams from the Helpdesk, TCC and monitoring tools teams which has put me into contact with untold 1000s of individuals. My personal reputation is for a calm but driven individual with great problem solving skills.

I created and ran a regular 500+ attendee Monitoring User Group at Optum, and both in the Minneapolis area (when I lived there and on occasion when I am there on work) and am in the process of creating one in the Orlando area where I currently live.

I have been regularly consulted internally untold times at Optum for over a decade now on issues of Performance Management, both from a systems and APM perspective; In addition I have also consulted personal friends and their companies, as well as familial contacts on the subject. During attendance of conferences, this ilk of consultation is one of the more common things I spend my time doing.

I am currently the Monitoring architect/technical hands-on for the Genomics England contract, helping utilize skills in OpenShift/Kubernetes and monitoring container & VM systems to scale with a wide variety of toolsets and methods.

An appointment to TLCP would solidify a role and responsibility in the field of Monitoring where many individuals do it day to day, but the practice & discipline of monitoring is decentralized and everyone has their own part in the greater picture. This solidification will help bring more stability and large increases in collaboration and thus cost reduction and speed of delivery improvements, as the current semi-chaotic nature of collaboration does not lend itself to this kind of organization. My reputation as a leader and my interpersonal skill set would counter-boost this role.

Optum/UHG Impact:

I'm most known for scaling up and stabilizing massive deployments of monitoring frameworks, and helping those same people deploy & obtain their information.

External Reach:

In September 2018 I left a job that I loved, leading the best group of 20 technical people in a Monitoring organization to support the Genomics England project, as well as to improve Monitoring Architecture at Optum. I chose to leave that job to lend my skills that in part made my team the success that it was and to travel regularly to London, UK to support this project and effort. I have crash-coursed in multiple new to me monitoring toolsets and methods to help support the client, thus solidifying a foundation of business for Optum inside of the UK.

Reaching Out:

I have been mentoring a number of my former employees from my previous role for many years now. I currently maintain 4 people whom I mentor inside of Optum, and there are 2 personal friends whom I mentor regularly as well.

I have been co-mentoring with a couple of colleagues for the last 3 years, where we trade off who provides advice and coaches the other on techniques for leadership both technical and personal.

I have been a telecommuter for almost 10 years now, and am of a strong opinion that it is a very viable way to employ a workforce, but that there are a number of efforts that must be made to make it successful for the individual as well as the greater team and company at large. I have been the team lead or manager for years and lead numerous iterations of the team into using shared text chatting, voice and video solutions to stay more in touch. For the telecommuter, asserting presence and staying in touch with your team is paramount, and to accomplish this I organized regular team lunches, video-on meetings and encouraged a culture of utilizing standing phone sessions to collaborate. The results of the team's cohesiveness and ability to collaborate were so high that many people have been stunned that the team was almost entirely remote workers.

Employee Influence:

In my technical achievements in the prior section, I referenced 2 major demands and challenges in the SME and OneView tools.

For the SME tool, the demand there was driven by myself and my colleagues needing a better dataset and method of sending pages (the previous tool you could page 1 person from a menu, via Pager only and not SMS/SMTP and had a high failure rate) but it was determined to be good enough or there were not affordable solutions on the market. I was asked to not bother with it and to focus on other work, but in spare time and extra hours, I created a data model and collected a massive dataset of names and numbers to begin building the SME tool. My colleague in the Helpdesk had been looking to learn asp.net but his leadership would not allow him to on work time as he was a contractor to Optum and they would rather him be idle, so he and I stealthily collaborated and eventually legitimized his work.

For the OneView tool, the demand for years had been "Where is my monitoring?", and the answer was always - in many places, in many tools and each with their own terms and understanding that required a large amount of familiarity to extract value. I came up with the idea of putting a Application & Service oriented view on monitoring tool configuration data, so the less-experienced person could find their monitoring, so the more experienced person could audit and analyze their own deployments of monitoring, and so forth. The project has been underfunded and underdeveloped for years, but with years of persistence and my manager's support, the project was able to get off of the ground and continue to grow, albeit slowly.

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