

PATRICK LEE

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SUMMARY

Results-driven Senior Technical Manager with over 20 years of experience in software development, solution architecture and operations management. Proven ability to lead cross-functional initiatives, improve engineering efficiency and drive strategic projects in fast-paced, cloud-driven environments. Strong communicator with a track record of aligning technical solutions with business goals. Adept at managing large-scale projects, process improvements, and fostering collaboration across engineering, product and business teams.

WORK EXPERIENCE

DevOps Manager, Wawanesa Insurance

Sept 2021 - Present

- Lead DevOps transformation initiatives, orchestrate cloud infrastructure, and implement CI/CD pipelines while fostering cross-functional collaboration at Wawanesa Insurance
- Streamline deployment processes and optimize system performance through data-driven decisions, resulting in enhanced operational efficiency
- Spearhead adoption of cutting-edge automation tools and containerization strategies, driving technological advancement across development teams
- Establish robust monitoring systems and incident response protocols, substantially reducing system downtime and improving service reliability
- Build and mentor high-performing DevOps teams, facilitate knowledge sharing, and strengthen development practices across departments

Associate Director, RBC Royal Bank

Dec 2015 - Feb 2020

- Led cross-functional support for Architecture apps, enhancing operational efficiency.
- Directed platform hardening for CM Data Fabric, improving data infrastructure robustness.
- Managed Docker and Cloud tech support, optimizing CM Compute Fabric performance.
- Implemented strategic initiatives, resulting in measurable improvements in support processes.

Senior Technical Analyst, RBC Capital Markets

May 2010 - Dec 2015

- The FIX Certification team is responsible for daily client on-boarding requests as well as certification efforts with third party vendor/OMS's. Our role includes liaising between the business, sales and development teams at RBC.

EDUCATION

Corporate Finance

2009 - 2011

New York University

KEY SKILLS

- Agile Methodologies
- Team Leadership
- Incident and Change Management
- Project Management
- DevOps Practices
- Cross-Functional Collaboration
- Change and Technical Leadership
- Enterprise Monitoring
- Automation Tooling
- Strategic and Capacity Planning
- Technical Strategy
- Cloud Migration
- Operational Efficiency
- Fluent in English and Mandarin.