

Paul Kelleher

Business Driven Engineering, Digital Leadership, Automation & Innovation

Over 25 years' experience designing, developing, delivering & supporting all manner of platforms and services, developing my leadership skills along the way. I aim to deliver hands-on technical leadership to transform every aspect of your business, embracing DevOps culture to foster a business-centric collaborative work place making a real difference, measured against the business objectives

Vanquis Bank 03/18 – 09/19

Data Infrastructure Engineering Lead



Transforming legacy VM & cloud infrastructure, managed by engineers who fought the change, servicing a business unsure of why *cloud-first* was championed by the previous CIO, what initially seemed like a challenging environment became a great opportunity to reach across the business and implement my personal style of leadership and accountability.

Dedicated to optimisation this role understands the collaborative synergies within the business, melding some Development skills with Operation, security and monitoring process to deliver a highly automated, scalable and compliant product or service.

Personal Highlights

- Entire range of Azure Services to learn and explore - scaling with App Services, K8S. ACI, Azure Functions IaaS & PaaS
- I had full access and opportunity to experience all azure/cloud platforms working together and enterprise options that leave little to go-wrong when designing and integrating services in regulated environments
- Learning on the go with legacy engineers using features that didn't exist a year ago – and some may not next year. Embracing their tech skills to piece together logical components with no fear of failure will always present the correct solution. if you fail often enough, you'll be left with the right solution!
- Getting to show seasoned engineers that breaking things is fine and encouraged, if you analyse a problem from first principles, the work can be shared and probably most discrete tasks or elements exist in some manner on GitHub – so work smarter
- Earning trust of the business to work cross-function to leverage technology at every opportunity

Technical Achievements

- Re-designed core subscription structure for business unit, data sensitivity and effective cost management
- Propose and Deliver Cloud Operating Model to the business and deliver key benefits from Policy and Automation
- Delivered training to engineers on terraform and Ansible for Linux automation and Azure provisioning producing the basic template for re-building environments
- Validation and on-demand environments for testing built into VSTS Pipelines, delivered as IaC
- Introduced Flows into the business as a tool that presents a self-service option for SME's when time is short and it suits the business need
- Major re-design of internal MI systems using HDP and SAS with CloudBreak to split legacy data system to truly scalable system, proving per-business unit instances for cost-effective and highly optimised platforms tailored to function
- Automation & Assurance with Azure Policy

pk@pknw1.co.uk

+447884919508



Engineering Highlights

Azure	80%
AWS	70%
Linux	90%
Terraform	70%
Ansible	60%
Docker	90%
CI/CD	80%
Azure Policy	80%
Secure Design	70%
Networking	60%
Agile/Scrum	80%
Threat Analysis	70%

Windows, K8S/AKS, HAProxy, Flows, rClone, VSTS, Git, SSL, NGINX, KVM, .Net, Agile, DevOps, Policy, VDI, DNS Automation, WAF, F5, ELK, Management, Training, Bare-Metal, Proxmox, Packer, IaaS, Networking, Azure Security, Monitor, App Service, Storage, Automation, Kubernetes, MS SQL, S3, XL Deploy, PlantUML, Apache HTTPd, WPT, Green Bone, OWASP, J2ee, WebLogic, Varnish, WordPress, Drupal, ZXTM, Jenkins, Akamai, New Relic, VMWare, Flume, Kafka, Tomcat, NetApp

Leadership Highlights

- ☒ Technology Innovator
- ☒ Educator/ Coach
- ☒ Natural Communicator
- ☒ Analytical
- ☒ Business Focused

My technical skill has seen me in engineering roles, however as I've grown professionally - especially after coaching younger members of my team at SmartFocus - I have (partly) taken myself away from hands on delivery, helping lead transformation from the front-line of the business

- ☒ map your ideas - simply
- ☒ build your own KB
- ☒ watch industry trends
- ☒ learn, understand, share
- ☒ Automate to win time



Starting as a multi-skilled engineer to support the companies Message Cloud platform - an enterprise messaging, analytics and real-time customer engagement platform - the 5 components services were designed and implemented by different teams, using different technology stacks, supported by the acquired teams -and presented in a wrapper layer that while impressive with function was confusing, slow and required alot of hand-holding to use with customers.

F5, AWS, J2EE,
Docker, CI/CD

A release aimed at combining some of the functions across the services - a release of 6 months of changes - would not release into any test environment with success, but was pushed at the command of CTO causing a complete platform failure

3 weeks into the production outage the release caused, I was able to finally understand multiple root causes and implement a remarkably simple fix; a fix that returned the platform to service and a fix that led to promotion to head of operations so that I might

1. protect the production environment by blocking back releases, stating risk factors and suggesting workarounds
 2. assisting engineering into picking apart and minimising scope of changes
 3. migrating processes, technology and support to deliver stability, scalability and follow the sun support model
- Lead the combination and cross skill of disparate support teams in US, UK, France and India to allow follow the sun support for all products, reducing cost and improving work-life balance for support staff and lifting moral
 - Centralised logging and analytics data to allow us to secure, simplify support, align focus and report cost vs usage
 - Abstracted cross-product session handling and inter-product calls up to F5 to allow standardisation of service calls
 - Provided POC containerised instance of one of the highest volume calls and using transactional messages via message queues to show that we could migrate from direct calls to a more reliable, flexible model (AWS, Kafka, Docker)
 - Planned and lead cross-function teams to incrementally pull build elements into automated pipeline to function test and only report on error with the aim of full platform automated delivery



J2EE, SQL,
AWS, Foreman

Responsible for providing 24 x 7 operational support of the company's SaaS, ASP and hosted solutions, the Engineer II role is responsible for installing new cloud and hosted web based applications running on LINUX and Windows, utilizing JBoss, Tomcat, Outsystems, MySQL, Oracle, MS SQL Server and technologies.

An interesting role on paper, the day to day work and working Minnesota hours, I tendered my resignation in search of a role that would challenge me technically and would balance better with my personal life




RightScale,
AWS, Drupal,
CI/CD, J2EE

The GENERATOR team within Sony DADC is responsible for creating customer-facing applications and web experiences that allow entertainment brands and media assets to connect directly to fans. In a rapidly evolving digital space, the group is responsible for exploring new opportunities and defining the future of digital discovery and consumption.

Recruited to formalise and build initially UK then follow-the-sun support structure for Sony DADC's burgeoning web production service – rGenerator - supporting clients and internal teams using GENERATOR's CRM tools, provisioning resources in AWS via RightScale, delivering content updates to static sites, dealing with all manner of sites from static to life-cycle of Sony D2C sales platform

- Supported internal functions for release of static WordPress content and templates for major Sony artists
- Project and mitigate performance or availability issues for static content and transactional services
- Automate production user content during per-site low traffic times to provide professional customer experience
- Automated delivery of test to production of static site content during scheduled downtime
- Advanced delivery using RightScale API to Blue/Green model using HTTP return codes to identify and revert failures
- Automated reporting for OPS Management and Development teams to provide value reports and better code



Working as part of a 6-person operation team, I was responsible for the support, maintenance of the production, integration and development environment for MailOnline which is a non-typical; n-tier architecture providing content to over 125 Million visitors per month in an Agile continuous development/integration cycle.



Using a wide range of platforms based on solid Solaris, Linux, Windows and cloud platforms, utilising a whole range of technologies to provide a robust environment from development through to production.

The role is also responsible for production maintenance and support of numerous other DMGT online offerings, including Metro and Wowcher.

*Solaris, ZXTM,
J2EE, Bamboo,
Akamai, MQ,
Oracle, BASH*

After working as a senior application support analyst, I progressed to own and manage many of the support processes while still playing a key hands on role in the entire life cycle – most especially the time critical support of the production platform – a platform which has 100% uptime through CDN.

- Senior product expert for MailOnline, Metro and other DMGT offerings ensuring immediate triage and permanent solution development for the custom MailOnline editorial and publishing system (Akamai, Java, MQ, Hibernate, Grails, Perl/Shell, Oracle 10)
- Problem solve all development integration and production issues that arise from integrating development using various platforms using Java trace, system logs, http codes, dtrace, truss etc.)
- 600+ server implementation across development, integration, test, production and off-site disaster recovery on using tomcat and WebLogic J2EE containers backed onto a resilient Oracle back-end
- Availability and scalability through Akamai CDN and Riverbed Zeus load-balancers (utilizing GLB) key to the role
- Deployment to all environments of the Java based editing and publishing platforms
- Development of part-atomisation using Perl, Chef, Maven and Atlassian bamboo to deploy from source and integrate into existing platform
- Global support on a 24x7 on-call basis (on rota initially, then as “always on” support)
- Co-ordinate and manage the BAU process and teams for development of online publishing systems – ranging from enhancement definition, estimation, planning, implementation, testing and deployment.
- Recruitment and staff planning from graduate to senior positions



As an Administration Officer, I was responsible for direct interaction across the DVLA in order to ensure legal compliance with driver license legislation in the UK. A challenging role, I was required to call on excellent interpersonal, technical and management skills to ensure that business goals were met and exceeded



Responsible for the day-to-day running and management of large technical support team working for clients in Telecoms and Media.

My first direct managerial role, I was still heavily involved in the support of internal and external clients on a senior support basis.

- Learned communication skills, customer interaction, people management and customer empathy that contributed greatly to my style of working and targeted communication at every level
- Promoted from customer liaison, to technical team leader then shift operations manager



Joining the enterprise hosting department within Citigroup, I was tasked with not only the technical requirements of the role, but with creating policy and procedure that would be used in the day-to-day operation of the department in support internal J2EE projects across the EMEA and US.

Santander**2002 - 2003****Solaris Application Support**

As part of the well-established web applications team, I was responsible for individual projects through from development to implementation while maintaining high availability and standards for many customer facing, revenue generating web application

Rubus**2000 - 2002****Infrastructure Consultant**

Joining Rubus in July 2000 from IBM, I worked on multiple Rubus engagements encompassing infrastructure definition, implementation, administration and support. This role was key is setting Paul up as a highly independent thinker working as part of a close knit development and support team in a high pressure environment for a wide range of clients, gaining experience in a multitude of enterprise technologies.

- Built infrastructure platforms for 2 major client projects using Solaris and self-hosted environments
- Formalised methods of knowledge sharing and delivering complex processes in unambiguous formats that allowed users with basic knowledge to support or re-build services once project delivered
- Compiled post-delivery support process and ITIL compliant support and escalation models

IBM**06/99 – xx/00****IT & Systems Specialist**

Returning to IBM immediately after finishing my degree, I worked on the day-to-day running and maintenance of the department infrastructure to support a UK wide network of Marketing Centres covering OS/2/Windows/MVS/AIX Token Ring LAN with MPN/FAME WAN across 8 locations in UK and all Dev/Admin for the Lotus Notes Applications

- Designed and developed customer Lotus Notes application for IBM Germany to provide internal customers with self service capability to plan& book facilities and resources
- A personal “addition” created over 2 months in Stuttgart was identification of out of area guests and recommendation of IBM discounted hotels and local facilities (as I compiled quite a list as a visitor to the area myself)

IBM**06/97 - 09/98****Industrial Trainee (IBM Demo Services)**

During my placement year at IBM, I was the interface between the centrally managed services and the seven UK marketing centres ensuring that the services and systems were available for the various internal IBM customer’s and external customer’s making use of the facilities

UWE**09/95 – 06/99****BSc Computing for Real Time Systems**

The CRTS degree is a technical degree encompassing all the important areas of software engineering and computing degrees with an added hint of “real-world” application thrown in for good measure.

Projects**03/18 – 09/19****Personal project**

A Highly integrated suite of tools and services run in micro-services, containers and traditional Linux based software utilizing, amongst others azure pipelines, GitHub, Portainer, OpenVPN, HAProxy, LetsEncrypt, Ubuntu, Proxmox, KVM, rClone, Google Drive, UnionFS, xRDP, Ansible

- Fully integrated platform, focused on user experience for media platform allowing multi-user, cross device delivery of streaming media from bare-metal OVH Linux system
- Containerised stack elements and prepared for scalable, swarm deployment of compatible components
- Updated installation model from manual scripted to Ansible playbooks for base setup, container delivery, configuration, with optional content recovery, with VSTS pipeline and Terraform resourcing in development

The three most important ways to lead people are: by example... by example... by example

Albert Schweitzer