Robert Shaun Dolan

QA AND DEVOPS LEADER

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💼 WORK EXPERIENCE

Capital One Financial Corporation

Site Reliability Engineering Lead

2014-01-01 - Present

http://capitalone.com (http://capitalone.com)

Capital One is a diversified bank that offers a broad array of financial products and services to consumers, small businesses and commercial clients. A Fortune 500 company, Capital One has one of the most widely recognized brands in America.

- Innovate to increase flow by helping teams shift their QA to the left in the development/release cycle
- Develop strategic plans to reach DevOps maturity while maintaining regulatory compliance
- Elevate "Target Dojo" knowledge sharing and Mobbing sessions, leading to faster adoption of CICD principles
- Reduce Cloud Spend and Optimizing Cloud Server Usage
- Lead team to create horizontally reusable measurements for quality, performance, security, and regulatory compliance
- Measure and track opportunities and improvements (i.e defects)
- Drive teams to zero downtime deployments (blue/green deployments)
- Enforce a build binaries only once model with traceable code commit metadata and proper environment promotion
- Mandate infrastructure as code for cloud configuration management defect traceability

Allscripts Healthcare Solutions

Functional Test Lead

2013-05-01 - 2014-12-31

http://allscripts.com (http://allscripts.com)

With a vision of building open, connected communities of health. Allscripts solutions enable smarter care, delivered with greater precision, for healthier patients, populations and communities. With a focus on helping you succeed and serving as your trusted partner.

- Led on and offshore QA resources for the Payerpaths and Mainstreet products
- Established well-documented best practices and reusable norms across teams for defect tracking and test case writing
- Utilized Visual Studio and Microsoft Test Management (VSTS and MTM) to reduce QA risk footprint
- Evangelized embedding quality assurance into the development teams
- Drove the development of frameworks to enable faster QA earlier in the development cycle.
- Tracked automated and manual workloads in Agile Scrum using Team Foundation Server and Microsoft Test Manager
- Optimized waterfall processes to increase team throughput and flow, shifting left for early defect remediation

Capital One Financial Corporation

MIS Lead Operations Analyst

2011-11-01 - 2013-04-28

http://capitalone.com (http://capitalone.com)

Responsible for onboarding reporting processes and streamlining or automating them, giving back valuable operations analyst time.

- Reduced weekly and monthly reporting time by 90% via team coaching and increasing automation.
- Empowered executive leadership with metrics to improve brand quality and delight our customers.
- Led around 30 metric owners to define, automate, and deliver relative/actionable metrics within schedule.
- Overhauled executive reporting on quality, compliance, and operational efficiency (across all Card Channels).
- Backfilled attrition gap for DBA/BSA administering 15MM record and growing ETL process for Image Cards

Hewlett-Packard Corporation

Performance Testing Analyst Lead

2008-12-18 - 2011-10-28

http://capitalone.com (http://capitalone.com)

Capital One is a diversified bank that offers a broad array of financial products and services to consumers, small businesses and commercial clients. A Fortune 500 company, Capital One has one of the most widely recognized brands in America.

- Saved $1.2MM per year by developing Java-based loadrunner analysis application
- Vetted and negotiated additional $3 purchase of mainframe compute (2 Processors unlocked on z/OS)
- Administered and maintained HP Sitescope and Loadrunner infrastructure
- Horizontally serviced up to a peak of 10 performance testing engagements at a time
- Identified and remediated defects that would have impacted 60+MM active users

🌐 VOLUNTEER

Habitat For Humanity

Site Lead for Painting Services

- Present

https://www.habitat.org/us-va/goochland/goochland-county-hfh (https://www.habitat.org/us-va/goochland/goochland-county-hfh)

Painted a home for the Goochland County H4H to give back to a battle wounded veteran in need. It was an honor to support those that risk it all to defend our freedoms.

🎓 EDUCATION

ECPI University

Information Technology Management / Network Security

Bachelor of Applied Science

2011-06-01 - 2014-01-01

GPA: 3.94

ECPI University

Information Technology / Web Development and Design

Associate of Applied Sciences

2005-06-01 - 2007-01-01

GPA: 3.97

Virginia Commonwealth University

Information Technology

Undergraduate Information Systems Studies

2003-08-15 - 2004-05-15

🏆 AWARDS

Summa cum Laude

ECPI University

2016-06-14

3.94 GPA

🛠 SKILLS

Quality Assurance

Master

- Cost Reduction via Automation
- Cost Reduction via Cloud Infrastructure Optimization
- Performance
- Functional
- Test Case Definition and Best Practices
- Selenium C#/Java
- ATDD
- Cucumber
- Continuous Integration
- Continuous Regression
- Defect Tracking
- Advanced system and test monitoring
- Opensource and innersource culture
- Comprehends developer code and can recommend defect fixes

DevOps

Master

- Cloud Technology
- Continuous Integration
- Continuous Delivery
- Version Control
- Branching and/or Mainline Coding Strategies
- Static Code Analysis
- Security Scanning
- Open Source Scanning
- Immutable/Auto-Provisioned Cloud Infrastructure as Code
- Chef
- Ansible
- Jenkins
- Artifact Management (Binaries and Other Dependencies)
- Automated Builds
- Automated Regression/Integration Testing
- Performance Testing
- Release Management / Release Engineering
- Zero Downtime (Blue/Green) Deployments
- Production System Monitoring and Logging
- System Component Automatic Recovery and Scaling

👍 REFERENCES

— Available Upon Request