



# Robert Shaun Dolan

Site Reliability, DevOps, and QA Leader

## CONTACT

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## LOCATION

**Address** 13317 Thornridge Lane  
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**City** Richmond  
**Region** Virginia

## PROFILES

**LinkedIn** linkedin.com/in/rsdolan/

## ABOUT ME

Dynamic site reliability leader with a track record of managing teams and workload to deliver reliable and performant systems at scale. Excel in defining strategic direction or vision while staying abreast of new technologies and building cohesive teams. Thrive building strategic relationships with community leaders and peers (internal and external) to rapidly and pro-actively deliver on next-gen opportunities. Well-organized and detail oriented nature helps to monitor and measure efficiency, results, and cost control gates. Actively measure and monitor infrastructure, resources, and tooling spend to identify opportunities for cost optimization. Influence standardization with an emphasis on rapid delivery and reuse to provide strategic lift. Fluent in a vast array of technologies to support reliability engineering, CI/CD, and QA. Delivery transformation specialist that uses agile as a prioritization and cultural change agent.

## WORK EXPERIENCE

### Site Reliability Engineering Lead at Capital One Financial Corporation

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.

- Manage infrastructure and reliability for 4 applications.
- Mentor teams to reach 99.99% availability.
- Lead teams to high-visibility and self-healing.
- Design and implement gated CI/CD practices to minimize risk exposure.
- Implement and maintain tools to measure system and component-level analysis.

2013-05-01 TILL 2014-12-31

### Functional Test Lead at Allscripts Healthcare Solutions

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.

- Managed testing resources for the Payerpaths and Mainstreet Clearinghouse products using Agile Scrum.
- Evangelized coupling quality assurance and development teams tightly.
- Drove the development of frameworks and CI/CD practices to enable faster QA earlier in the development cycle.
- Optimized waterfall processes shifting left with Acceptance Test Driven Development (ATDD).
- Influenced moving to automated system testing and regression for each application build

2011-11-01 TILL 2013-04-28

### MIS Lead Operations Analyst at Capital One Financial Corporation

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.

- 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 US Card Channels).
- Backfilled attrition gap for DBA/BSA administering 15MM record and growing ETL process for Image Cards

2008-12-18 TILL 2011-10-28	<b>Performance Testing Analyst Lead at Hewlett-Packard Corporation</b> 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. <ul style="list-style-type: none"> <li>Saved \$1.2MM per year by developing Java-based loadrunner analysis application</li> <li>Vetted and negotiated additional \$3MM purchase of mainframe compute (2 Processors unlocked on z/OS)</li> <li>Administered and maintained HP Sitescope and Loadrunner infrastructure</li> <li>Horizontally serviced up to a peak of 10 performance testing engagements at a time</li> <li>Identified and remediated defects that would have impacted 60+MM active users</li> </ul>
EDUCATION	
2011-06-01 TILL 2014-01-01	<b>ECPI University</b> <ul style="list-style-type: none"> <li>Bachelor of Applied Science: <i>Information Technology Management / Network Security</i></li> </ul>
2005-06-01 TILL 2007-01-01	<b>ECPI University</b> <ul style="list-style-type: none"> <li>Associate of Applied Sciences: <i>Information Technology / Web Development and Design</i></li> </ul>
2003-08-15 TILL 2004-05-15	<b>Virginia Commonwealth University</b> <ul style="list-style-type: none"> <li>Undergraduate Information Systems Studies: <i>Information Technology</i></li> </ul>
AWARDS	
SUMMA CUM LAUDE 2016-06-14	<b>ECPI University</b> <ul style="list-style-type: none"> <li>3.94 GPA</li> </ul>
VOLUNTEER WORK	<b>Site Lead for Painting Services at Habitat For Humanity</b> 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.
SKILLS	<b>Quality Assurance:</b> 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  <b>Site Reliability and DevOps:</b> Appdynamics APM, Pinpoint APM, AWS Logs, Splunk, AWS SNS Topics, AWS Cloudformation, Build Binaries only Once, 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