



# 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.

- Develop and innersource reusable CICD pipeline frameworks
- Remove blind spots with logging, service discovery, and application monitoring tools
- Bring teams to 99.99% customer availability via self-healing system components and Docker
- Utilize Dojos to promote faster adoption of CICD principles
- Reduce cloud spend and optimizing cloud server sizing and usage
- Lead teams to standardization for quality, performance, security, and regulatory compliance
- Measure and track opportunities and improvements (i.e defects)
- Drive teams to zero downtime deployments (blue/green or canary deployments)
- Mandate infrastructure as code for cloud configuration management defect traceability
- Instill an automate first culture within team

### 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 tester resources for the Payerpaths and Mainstreet Clearinghouse products
- Established well-documented best practices and reusable norms across teams for defect tracking and test case writing
- Utilized test case management and defect tracking tools to 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>)

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- 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>)

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- 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

# Site Reliability and DevOps

## Master

- 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



## REFERENCES

— Available Upon Request