

(804) 601-0084

robert.shawn.dolan@gmail.com

$\sqrt{-1}$ <http://realshaundolan.com>

13317 Thornridge Lane, Richmond,
Virginia, US, 23112

麼

BACKGROUND

WORK EXPERIENCE

Site Reliability Engineering Lead, Capital One Financial Corporation

Jan, 2014 - Present

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

Functional Test Lead, Allscripts Healthcare Solutions

May, 2013 - Dec, 2014 1 year 8 months

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

MIS Lead Operations Analyst, Capital One Financial Corporation

Nov, 2011 - Apr, 2013 1 year 5 months

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

Performance Testing Analyst Lead, Hewlett-Packard Corporation

Dec, 2008 - Oct, 2011 2 years 10 months

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

SKILLS

Quality Assurance

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

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

EDUCATION

Information Technology Management / Network Security, Bachelor of Applied Science, ECPI University

Jun, 2011 - Jan, 2014

3.94

Information Technology / Web Development and Design, Associate of Applied Sciences, ECPI University

Jun, 2005 - Jan, 2007

3.97

Information Technology, Undergraduate Information Systems Studies, Virginia Commonwealth University

Aug, 2003 - May, 2004

AWARDS

Summa cum Laude ECPI University

Awarded on: Jun 14, 2016

3.94 GPA

VOLUNTEER WORK

Site Lead for Painting Services, Habitat For Humanity

- Present

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.

REFERENCES

Available Upon Request