Robert Shaun Dolan

Site Reliability, DevOps, and QA Leader

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BACKGROUND

ABOUT

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, CICD, and QA. Delivery transformation specialist that uses agile as a prioritization and cultural change agent.

WORK EXPERIENCE

Site Reliability Engineering Manager, Apex Clearing Corporation
Sep, 2017 - Present

Leader in the digital wealth management space, we have the expertise and solutions you need to bring your business into the new era of digital investing.

- Lead organization-wide modernization of monitoring via service level objectives and reduce false-alerting with Prometheus and Grafana.
- Manage incidents and postmortems.

- Partnered with and scheduled demos with multiple vendors for application performance monitoring proof of concepts
- Created python scripts to read and write to IBM MQ queues for starting 3rd party batch processing
- Developed python scripts to expose IBM MQ metrics via stdout to Prometheus

Site Reliability Engineering Lead, Capital One Financial Corporation

Jan, 2014 - Aug, 2017   3 years 8 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.

- 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 CICD practices to minimize risk exposure.
- Implement and maintain tools to measure system and component-level analysis.

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.

- 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 CICD 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.

MIS Lead Operations Analyst, Capital One Financial Corporation

Nov, 2011 - Apr, 2013   1 year 5 months

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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 US 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

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- Saved $1.2MM per year by developing Java-based loadrunner analysis application.
- Vetted and negotiated additional $3MM purchase of mainframe compute (2 Processors unlocked on z/O

- 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 Governance and Optimization

Performance (JMeter, Quality Center) | 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

Site Reliability and DevOps

Appdynamics APM | New Relic APM | HP Diagnostics | Pinpoint APM | AWS Logs | Splunk | AWS SNS Topics

AWS Cloudformation | Build Binaries only Once | Cloud Technology | Continuous Integration

Continuous Delivery | Containerization (Docker) | 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 | Team City

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