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)](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)](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)](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)](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

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