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.

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)](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.



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

- Present

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