

## **Rob ("Anonymized" for Web)**

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# **CURRICULUM VITAE**

## **Personal Profile**

Experienced IT professional with over 15 years of delivering and supporting secure, resilient, PCI-compliant banking infrastructures. Skilled across Windows Server, Linux, and DevOps tooling, with proven expertise in building, maintaining, and automating complex systems using PowerShell and Ansible - driving efficiency, security, and scalability.

For most of my career, I've built and supported credit and debit card payment processing systems, along with 3D-Secure fraud detection solutions - delivering robust IT services trusted by leading international banks and financial institutions.

## **Skills Summary**

### **Achievements**

- Used PowerShell to automate a large-scale fraud prevention platform installation process, slashing deployment time from 120 hours to just 4
- Leveraged Ansible to automate a complex, large-scale credit card management platform deployment, cutting installation time dramatically - on par with previous PowerShell-based results
- Founder and a Leader of Enterprise Automation guild
- Developed PoC Windows Ansible use cases to automate delivery process within Wintel team
- Designed, Developed and Maintained multiple Jira projects to allow team members moving into Agile framework and working more efficiently
- Designed, Developed and Maintained multiple Git / Bitbucket projects to allow team members moving into DevOps space
- Collaborated with Information Security teams to proactively identify and remediate system vulnerabilities
- Knowledge transfer to other teams / team members - very well received and recognized

### **DevOps**

- AWS Cloud
- Agile methodology with 100% workload transparency
- Jira project design and administration
- Git, Bitbucket, GitHub as version control system
- SharePoint, Confluence as collaboration and documentation tools
- Windows
- Linux
- PowerShell
- Ansible

### **Specialist knowledge**

- Multi-disciplined – Windows Server, Linux and DevOps tools and techniques
- Ansible, PowerShell
- Extensive experience administering of Microsoft server technologies
- Microfocus Business Process Monitor (BPM) for synthetic application monitoring
- Virtual User Generator (LoadRunner VuGen) for creating testing scripts that emulate behaviour of real users for testing the application as well as Load Testing

## **Career History**

September 2009 – July 2025

### **Systems Administrator Senior – TSYS (Global Payments)**

#### **Responsibilities:**

- Building, Maintaining and Automating TSYS credit card payment and fraud detection platforms using Ansible and PowerShell
- Architecting new ways of working and collaboration using Agile methodology to help deliver extremely demanding and complex projects
- Designing, building, integrating and maintaining websites and (DevOps) tools to enable team collaboration, using SharePoint, Confluence, Jira, GitHub
- Evaluating systems and platforms for potential improvements
- Bootcamp facilitator – sharing knowledge and tutoring other team members to learn DevOps and Agile tools and techniques
- Creating standards and documenting builds to educate fellow team members, transition projects into service and to allow future automation
- Working closely with Development and Design teams to progress project work
- Multi-disciplined - Windows Server, Linux
- Performing every-day system health check
- Responding to incidents
- Involved in testing / improving / documenting Disaster Recovery plans

#### **Major Projects:**

- 3D-Secure Fraud detection platform expansion
  - Current platform extended in size by 7-fold to allow more capacity for the new clients.
  - 140 Windows servers in total – required high levels of coordination, collaboration and high degree of automation (I used PowerShell)
  - Highly critical fraud-detection system
- AirPlus (Lufthansa subsidiary) Prime migration
  - Shared Prime Processing infrastructure built from zero in UK datacenter, enormous learning curve and team effort
  - Multi-Institution, Multi-Currency Issuing & Acquiring solution that supports Multi Payment Schemes (including Private Label) and all Card Types (Credit, Debit, Pre-paid, Corporate, Installments)
  - I fully documented the solution during the implementation to enable datacenter teams to have wide understanding of this extremely complex architecture
  - Documentation relied upon until today by Support, Design and Delivery teams
  - Documentation enabled us to think about future automation and improvements We didn't have those prospects before due to the complexity of this architecture and knowledge being distributed by multiple teams and team members
- CHOAR Prime migration
  - Single instance Prime Processing infrastructure built from zero in UK datacenter
  - Documentation created in the previous deployment enabled me to train India team. That allowed me to build the team and outsource all tasks to other team members.
  - Very positive credits and recognitions from India management team for conducting 2 weeks of training for the key representatives representing multiple disciplines (Windows, UNIX and Network)
  - During this project I architected new way of working using Agile methodology to help delivering this hugely demanding project where multiple teams are involved
  - This methodology is being used by whole team until today and helps multiple teams located in different geographical locations delivering complex projects

- HSBC Prime new client portfolio
  - New client's portfolio being added to shared Prime installation
  - Additional, bespoke solutions being added to satisfy client's requirements to already existing, shared platform
  - Demanding, huge, well known international client
- TMS Refresh (Nice Telephony Platform build)
  - Call center refresh project
  - Primarily involved in building Telephony Platform solution that records client calls on behalf of multiple financial organizations
  - Hugely successful project that was very well received
  - Major incidents were expected as part of the main migration event due to complexity of the project involving multiple teams, multiple hardware and software solutions as well as multiple external hardware and software vendors  
No major incidents were recorded which made this event a huge success
- HP BPM / BSM Monitoring solution
  - I have built BPM Proof of Concept to enable deployment of new and innovative Synthetic Monitoring solution
  - Used to date to monitor all servers, network devices, databases and applications in TSYS International datacenter
  - Created standards to construct BPM solutions in most effective way as part of the project
  - Highly complex end-to-end management software tool that integrates network, server, application and business transaction monitoring
  - BSM enabled us to have a single screen to collate data from multiple collectors to monitor all hardware and software components in the datacenter
  - Extraordinary team effort was required due to the complexity of this solution that resulted in enabling very good relationships between multiple teams and team members