***Ryan Thorburn***

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As a certified AWS Solution Architect, I have extensive experience in the IT industry in Corporate, Government, and Start-ups. My experience includes Director of Engineering, Project DevOps TechLead, Full Stack Dev, CTO, Solutions Architect, Incident and Problem Manager, IT Lead, DevOps Engineer, Systems Analyst, UNIX Admin and Data Cleanser.

As a seasoned technical professional with over 10 years of experience and emotional intelligence. I am skilled in identifying corporate inefficiencies and resolving them with technical and process solutions, understanding team dynamics, and providing confidential assistance to help improve focus and quality of life. My goal is to discover and share organizational knowledge where appropriate and automate my role where possible, allowing me to deliver value, take on additional responsibilities, and help people grow.

As the Project DevOps TechLead at Origin Energy, I have both technically led project teams and delivered solo projects. I found forming and mentoring new project teams both personally rewarding while improving the projects' velocity. Multitasking between a leadership role and being hands-on with the tools multiple times a day has taught me to rely on and trust my teams while keeping my deep technical knowledge sharp.

As the Senior DevOps Engineer at OSE, I have been building out the new Managed Services division to help service our new and existing customers. I have also improved the continuous integration and deployment for OSE’s existing customers and improved security and stability for OSE’s AWS hosting solutions. I also orchestrated a formal partnership with OSE, River City Labs, and Lynks.

As a Director of Engineering at Arkose Labs, my responsibilities include managing the Core Development team, the DevOps team, and the head of Infrastructure. At Arkose Labs, we have a contractual 100% uptime SLA with our clients. Leading these teams placed me in the position of ensuring the quality of our product and the release process. Being backed by PayPal, we have been attracting and protecting some of the largest companies from ongoing fraud attacks and other abuse. Companies like Microsoft, GitHub, EA and Roblox rely on us to protect their business models from automated and machine-learning attacks. I’m proud that my technical and business plans are still being executed as the company grows.

As a Pre-Sales Solutions Architect at Fully Managed. Partnering with small to medium-sized companies, Fully Managed provides complete end-to-end IT and project services solutions. My first task was to create a tool using Excel to easily select hardware, software, licensing, project resources and ongoing service support to display a detailed costing report with a breakdown of each service. Including adjustable gross margins for each category type for the sales team to see each project's profit margin.

As a Developer at Nilo Software. Using Python and Django, I helped create an efficient calendar solution to match medical students with doctors with the required medical specialty and allow the students to join the doctors on their rotations as an ongoing requirement of their university course. Using this system, we could also track the required paperwork, further elevating the manual process of calling many hospitals to match students with available doctors.

As the CTO and Co-founder at LETT. I worked with significant geospatial data sources and property listings from 3rd party sources. The data was sanitized and stored in our MongoDB NoSQL database. APIs were created for external use, and the information was displayed with thousands of pins at a time on a map view controlled by several filters and full-text search.

As a Systems Analyst at Ipswich City Council. I was responsible for upgrading and administrating the Crystal Reports backend service. I became the point of escalation for report development. I also created reports for user audits for several business-critical systems.

I also created the reporting tool to track and analyze Critical Incidents and Problem Records using pivot tables to provide insights into reoccurring issues. I performed the same task for the Release Management tracking system to identify and avoid scheduling conflicts.

I also created a semantic knowledge base containing all the Council's IT infrastructure and services information. The semantic component turns tags within the wiki into a structured database and then queried throughout the wiki. Each section stored data types (servers, applications, scheduled tasks, etc.) and used data from each section to generate reports on related information to the viewed page dynamically. For instance, an application page showed the servers the application was installed on and which environment each server belonged to. It would also show any scheduled tasks running on the underlying servers.

I also created reports to analyze all the allocated vs. used resources for over 170 virtual servers, which identified where resources were over and under-allocated and showed the differential in monthly expenses, allowing us to reallocate some of the resources to under-allocated services to improve performance. And deallocate the rest, saving Council a significant amount of money every month.

I also created a rendering engine to identify documents for public use while ensuring private documents would not be displayed. I made a database view in MS SQL, allowing me to identify and extract the correct records. I then used this information to render many format types to multi-page PDF files. The relevant public database records were then pushed to an MS SQL database in the DMZ and synchronized the documents to a public web server, integrating the solution with a 3rd party web product for seamless end-to-end searching and retrieval.

I also mapped several database schemas and how they were integrated. When migrating from one content management system to another, my responsibility was to understand and map how the existing content management system integrated with our core financial system. I started by using Excel to map all database triggers, showing where each data packet was written. I then represented this data in a large Visio map to quickly understand how the data flowed. This was a critical step so that the vendor of the new content management system could now reliably integrate with the core financial system with zero errors at go live.

As a Solutions Architect at Mincom. I was responsible for many of the back-end systems. Two noteworthy examples are the Ticketing System called Remedy and the Content Management System called Alfresco. As both our staff and clients used Remedy, we wanted to understand how it was being used. I embedded many triggers to capture usage analytics. This gave an insight into the most used features, which were never used, and the workflow throughout the life of a ticket. Using this new information, we redesigned parts of the interface to make it easier to use.

I also integrated the Ticketing System with the Knowledge Base. When raising a ticket, relevant Knowledge Base articles were automatically displayed to display steps to resolve the call on the first customer contact by the help desk and reduce the number of escalated tickets, dramatically reducing the time to resolve a request.

I also integrated the knowledge base with the back-end monitoring system. This system has administrator-level access to all our servers, so security was critical. Once integrated, I could create specific tasks that could be triggered and return information on actions performed on specific servers, allowing the help desk team to resolve calls that they would have previously had to escalate to 2nd or 3rd-level technicians.

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Regards,

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