***Ryan Thorburn***

Mobile: +1 250 634 8168 About me: [ryan.morethinks.com](http://ryan.morethinks.com) [LinkedIn.com/in/rthorburn](https://linkedin.com/in/rthorburn)

Email: ryan@morethinks.com [github.com/ryan-thorburn](https://github.com/ryan-thorburn) [Facebook.com/ryan.thorburn.169](https://facebook.com/ryan.thorburn.169)

Introduction:

As an accomplished AWS Solution Architect with a proven track record, I bring a wealth of expertise gained across diverse sectors including Corporate, Government, and Start-ups. My career journey spans various pivotal roles such as Director of Engineering, CloudOps Team Lead, Project DevOps TechLead, Solutions Architect, Incident and Problem Manager, IT Lead, DevOps Engineer, Systems Analyst, UNIX Admin, and Data Cleanser.

With a rich background encompassing both technical and managerial realms, I possess over 15 years of hands-on experience coupled with a deep understanding of emotional intelligence. My skill set extends beyond identifying and rectifying corporate inefficiencies through technical and procedural innovations; I also possess a keen insight into team dynamics. I stand ready to offer discreet assistance to colleagues facing challenges within the organization.

My overarching objective revolves around unearthing and disseminating organizational knowledge whenever pertinent, while concurrently driving automation within my role. This strategic approach not only enhances my capacity to deliver substantial value but also positions me to readily embrace supplementary responsibilities.

Certifications:

***AWS Certified Solutions Architect - Associate*** Valid:**28 Aug 2019 – 28 Aug 2022**Credential ID: AWS01039929

Work History:

## ***Copperleaf* Vancouver, BC, Canada**

*Copperleaf specializes in collaborating with enterprises managing Capital Expenditures exceeding $100 million. The company predominantly engages with utility-scale clientele, revolutionizing their approach to capital deployment decisions by transitioning from risk-based to value-based models. At the core of Copperleaf's mission is the motto, "Building a better world, one decision at a time."*

*Copperleaf empowers clients through its software to optimize the allocation of trillions of global dollars, aligning expenditures with customized priorities such as safety and environmental stewardship. Remarkably, Copperleaf boasts a 15-year operational history marked by the retention of every single client.*

### **CloudOps TeamLead.**  **April 2023 – Current**

*As an integral member of the Copperleaf leadership team, Ryan was responsible for steering the CloudOps team, embarking on a mission to fortify security, bolster resiliency, and streamline the cost dynamics associated with hosting our diverse clientele. Ryan’s strategic oversight has ensured heightened safeguards and operational robustness, leading to substantial fiscal optimizations.*

*Beyond the technical realm, I have played a transformative role in dismantling the siloed culture that had once characterized various departments. My concerted efforts have fostered a cultural shift towards collaborative synergy, igniting cross-functional engagement that drives collective achievement.*

*A noteworthy achievement includes my active engagement within the Amazon Modernization Lab, wherein I've actively contributed to more efficient operational frameworks, which will significantly reduce Copperleaf's baseline operational expenditure. My role also encompasses stewarding various other cost compression initiatives, further amplifying Copperleaf's efficiency and financial agility and helping streamline the Copperleaf partner program.*

## ***MoreThinks* Vancouver, BC, Canada**

*MoreThinks strives to create world-class software to help bring people together and improve their lives.*

### **Founder and CEO.**  **September 2022 – Current**

*Identifying a need for influencers to manage their affiliate products and brands. MoreThinks has been building a network of influencers to help build communities.*

#### Project: Fanciti.com

#### Founder, CEO, Accountant, Architect (Infrastructure, Software and Data), and Full-stack Developer

#### September 2022 - Current

*Fanciti.com streamlines the process of influencers managing their affiliate products and brand relationships, helping to foster stronger communities while bringing benefits in incentives to their fans from popular brands.*

## ***Origin* Brisbane, Qld, Australia**

*Origin is one of Australia's largest energy providers and a global energy industry leader. Providing Electricity, Natural Gas and renewables like Green Hydrogen and Ammonia to multiple countries, with a market value of over $6 billion.*

### **Project TechLead (Full Stack DevOps)**  **Nov 2019 – Oct 2022**

*Joining the Origin DevOps team, Ryan was assigned to the TechLead role for many program and project streams with significant impact and improvements to the organization and its shareholders, including full-stack development, configuration, mentoring and hiring.*

#### Project: SQS to PI (STP)

#### Backend Development / Data Integration

#### July 2022 - Current

*SQS to PI is an integration created to stream calculated data from WOS generated by new well data and manual overrides from engineers and store the data in the PI database as a historical record.*

#### Project: Well Operational Status (WOS)

#### Full Stack Development / DevOps

#### June 2021 – July 2022s

*WOS was created to give a single pane of glass to provide insights on the current state of the almost 3000 wells that Origin operates. Allowing engineers to not only quickly identify wells that have faults or failed but also to report this data in the HCA project and to report to the government to fulfil regulatory obligations. WOS was delivered and well received to be extended to include supply loss tracking*

#### Project: Hydrocarbon Accounting (HCA)

#### Data Pipeline / Data Cleansing / Reports Development

#### Feb 2021 – July 2021

*HCA was a whole program of work designed to accurately monitor the extractions of hydrocarbons (Natural Gas) from the wells. This is a governmental mandated regulation for the Oil and Gas industry with the power to shut down significant parts of the company. This project had to succeed even with the complexity level of this project. Ryan set up many data pipelines and created several mission-critical Power BI reports.*

#### Project: ProdOps Upload Files (POUF)

#### Full Stack Development / DevOps

#### April 2021 – May 2021

*In addition to the automated data pipelines, the gas well engineers needed a method to upload raw CSV data ad-hoc into the ProdOps system. These files varied in size and needed to be processed on the same day. Ryan developed a web interface to allow the engineers to securely drag and drop files of any size and upload them to an S3 bucket. Each interaction is audited and will enable engineers to manage files waiting to be processed and supply details information on any errors found in the data.*

#### Project: Post-Processing Automation Tool (PPAT)

#### Full Stack Development / DevOps

#### Nov 2020 – April 2021

*Well engineers from two teams, each with different requirements, required a process to not only export data from the application Petroleum with a proprietary file format and import it into ProdOps via the Forecast Product Curves database, but this data also needed to be visualized, normalized, and modified. Ryan gathered the business requirements from each business unit, architected, and full-stack developed the suite of applications in time for the internal UDP process to use, which can't be delayed due to the shareholder implications ($6 billion worth of value). The project was completed in time for the UDP process to begin.*

#### Project: Forecasting Production Curves (FPC)

#### Database / SQL / Server / Application / Integration / Upgrades

#### June 2020 – May 2021

*An extensive data cleansing exercise to import related data from many business areas to sanitize and transform it ready to be uploaded by the 3rd party cloud app ProdOps. Ryan debugged the data's relationship and built the integration for ProdOps to ingest the differential data. Ryan also performed several application upgrades post-go-live of the project.*

#### Project: Property Access Request (PAR)

#### Mentoring / Backend Dev / Auth / Pipelines

#### Oct 2020 – April 2021

*Origin partners with many landholders to extract Natural Gas. However, the problem PAR was created to solve was to prevent Origin employees from accidentally entering a landholder's property outside an agreed-upon period. Entering a landholder's property outside of this agreed schedule can and has eroded trust in Origin and risks the landholder renewing the lease, which would prevent the use of one or more multimillion-dollar assets.*

#### Project: Non-Operative Dynamic Database Initiative (NODDI)

#### Mentoring / Backend Dev / Auth / Pipelines

#### Oct 2020 – June 2021

*NODDI was created to upload large datasets of CSV data created by Well Forecast Engineers into a database through Dell Boomi in a secure way. The data was audited, checked, and sanitized before loading into the database.*

*I oversaw the creation of NODDI as the TechLead working only on the application's front and backend frameworks, authentication, security, and pipelines aspects.*

#### Project: Portfolio Offset Tool (POT)

#### Full Stack Development / DevOps

#### Jan 2020 – Jan 2021

*POT was created to solve a problem with how Planning Space handled large data sets. Previously engineers would need to move large datasets into a specific table within the Planning Space database via the Planning Space interface. Once complete, they could work on this dataset to extract the required information. Then the process would need to be repeated for the following dataset. However, moving each dataset took several hours, meaning an engineer could only work on two datasets per day at best. With POT, an engineer could move the same dataset in under an hour, significantly improving productivity.*

#### Project: Option Creation Tool (OCT)

#### Full Stack Development / DevOps

#### Jan 2020 – Jan 2021

*OCT was created to allow engineers to securely self-serve, adding and removing multi-level options to the Planning Space tool while tracking activity with an audit trail. Historically there was a spreadsheet where the requests were added, and at some point, an admin would look at it and make the changes. OCT allowed an engineer to add and remove different options in real-time, saving time waiting for a change to be made before work could continue.*

#### Project: Planning Space (PS) Migration

#### Commercial Off the Shelf

#### Nov 2019 – Jan 2020

*Planning Space is a suite of applications used by the oil and gas industry to evaluate economic and fiscal models to help decide where to invest multimillion-dollar assets for future growth and forecast financial returns. Origin was using Aucerna’s cloud-based offering. However, the price to host in the cloud was extremely high. It was decided to perform a lift and shift and migrate Planning Space into the Origins production AWS account. This standard lift and shift involved standing up EC2 servers for load-balanced applications and MS SQL enterprise databases with failover capabilities. One of the products was extremely latency sensitive. Additional debugging was performed to ensure the correct AWS availability zones were used across multiple AWS accounts. Ryan also performed several application upgrades post-go-live of the project.*

#### Internal Hackathon

*Origin ran an internal hackathon based on improvements to origin’s physical and technical systems to double the number of wells while keeping the cost of ongoing operations the same. Ryan’s team focused on maintaining and reducing the number of visits to the physical wells. There are almost 3000 wells dispersed across several large geographic regions, and even two wells close by may still need to be accessed through different roads and on other landowner’s properties.*

##### Responsibilities:

* *Mentor technical staff and be a point of escalation when developers are unsure how to proceed*
* *Sign off on production readiness, including application/code security*
* *Architect and build with High Availability and running/licensing costs in mind*
* *Develop a front-end interface using React and Material UI framework*
* *Develop backend functions using serverless technologies where possible*
* *Develop secure integration with AD for web user logins*
* *Develop Infrastructure as Code for deployment*
* *Develop deployment pipelines and include tests and security checks*
* *Ensure equal or better performance when migrating systems*
* *Integrate with Dell Boomi, when possible, for a consistent approach to application monitoring*

##### Achievements:

* *Matched and exceeded the application performance across multiple systems accessing Planning Space such as Workspaces and Citrix*
* *Delivered projects consistently on time and on budget/within 10% contingency*
* *Since delivery, performed numerous application upgrades*
* *The business always happy with the functionality and design of deliveries*
* *Delivered all projects on time and all projects on budget or under the 10% contingency budget*
* *Developed in parallel with OCT and POT while technically Leading the NODDI and PAR team*
* *Help de-escalate tense personal relationships both within and across teams*

##### Technology Used:

* *Dev Stack: Typescript, React, Material UI, Azure DevOps, VS Code, Git*
* *AWS: Lambda, Dynamo DB, CDK, SQS, SNS, S3, EC2, RDS, Route 53, Cognito, API Gateway, CloudFormation, Workspaces, Elastic Container Service/Registry, IoT Core, FSx, Storage Gateway, VPC, CloudWatch, Kinesis, Amplify, IAM, Secrets Manager, Certificate Manager*
* *Azure Enterprise Application*
* *MS SQL Enterprise Edition*
* *Planning Space*
* *Dell Boomi*
* *Citrix*

## ***Online Solution Experts (OSE)* Brisbane, Qld, Australia**

*OSE has positioned itself as one of Brisbane's leading e-commerce solution providers. Performing an end-to-end service, from Discovery to Development and Hosting.*

### **Senior DevOps Engineer**  **Aug 2019 – Nov 2019**

*Building out the new Managed Services and DevOps division to help service new and existing clients.*

#### Responsibilities:

* Implement continuous integration and continuous deployment for all clients
* Design and build business models for the new Managed Services division
* Perform pre-sales for the new Managed Services division

#### Achievements:

* Business Development to start the new Managed Services division of OSE
* Created organizational partnerships with River City Labs and Lynkz
* Refactored and optimized Data Lake codebase, significantly reducing build and deployment times from 30mins to 3mins

#### Technology Used:

* AWS: Lambda, DynamoDB, EC2, Elastic Beanstalk, Elasticsearch Service, S3, API Gateway, SQS, Route 53, CloudWatch, CloudFormation
* Development: Git, VS Code, Docker / docker-compose, NodeJS, PHP
* SAAS: Jira, Bitbucket, NPM, Asana
* Monitoring: CloudWatch
* Search: Kibana

## ***Arkose Labs* Brisbane, Qld, Australia**

*Arkose Labs, backed by PayPal and USVP, provides industry-leading anti-fraud protection for a fast-growing number of the world's Fortune 500 companies with a 100% Uptime SLA.*

### **Director of Engineering**  **Jan 2018 – Apr 2019**

*As the Director of Engineering, I managed the Core Development and DevOps teams. In addition, as the Producer of Infrastructure, I was responsible for fulfilling our 100% uptime service level agreement.*

#### Responsibilities:

* [100% SLA Uptime](https://www.arkoselabs.com/) for our services and infrastructure with no scheduled or unscheduled outages
* Plan two-week sprints for the Development team using the Scrum Agile methodology with code touch meetings with Quality Assurance to advise on areas to apply additional testing
* Plan one-week sprints for the DevOps team using a blend of Scrum and Kanban Agile methodology
* Run weekly Infrastructure meetings to track projects and ensure consistency of technology and implementation across multiple teams
* Work with the Quality Assurance team to assess, categorize and assign software bugs
* Run Daily Stand-ups spanning the Development, DevOps, and Quality Assurance teams
* Attend daily management meetings to sync across departments
* Design workflow, processes, and policies to operate smoothly across seven teams
* Regular one-on-one meetings with staff to understand and address any concerns and implement any proposed ideas and process improvements
* Analyze internal business processes to identify areas of improvement
* Mediate any personal problems between staff
* Hiring and streamlining the onboarding process
* Performance Reviews and Salary Increases
* Work with 3rd party vendors to maintain relationships and maximize product value
* Administer Hybrid environment through VPN connection from local development to cloud services
* Create and update product and technical documentation
* Review risk, schedule and release code and infrastructure changes and respond to observed incidents

#### Achievements:

* Acted in the CTO role when my manager was away
* Architected and transformed a platform with regular outages to a platform with 100% SLA-granted uptime with no scheduled or unscheduled outages
* Converting all Infrastructure to encrypt data at rest
* Ran a weekly activity for security Hygiene and SOC 2 compliance across AU and US offices
* Helped Rebrand the Company from FunCaptcha to Arkose Labs
* Wrote business and financial proposals for multiple offices and pitched them to senior executives, of which we now have all three proposed office locations in each of the proposed regions

#### Technology Used:

* AWS: Lambda, DynamoDB, Kinesis Firehose, EC2, Elastic Beanstalk, Elasticsearch Service, S3, Athena, API Gateway, SQS, Route 53, CloudWatch, Redshift
* Development: Git, VS Code, Docker / docker-compose, NodeJS, PHP
* SAAS: Jira, Asana, GitHub, Travis-CI, NPM, Jscrambler
* Data Science: Graylog, Kibana, Redshift
* Monitoring: NewRelic, CloudWatch, Kibana with X-Pack

## ***Fully Managed* Vancouver, BC, Canada**

*Fully Managed is a managed services company partnering with small to medium-sized companies to provide a complete end-to-end solution for their IT and project needs.*

### **Pre-Sales Solutions Architect**  **July 2017 – Sep 2017**

*Fully Managed needed a solutions architect to ensure that they would remain profitable while experiencing a period of rapid growth of both new clients and internal staff. A review of Fully Managed services and associated costings was vital to remove risk from the growth period while maximizing profits. After creating a tool that rapidly evaluated the cost and time associated with each project, Fully Managed could use the total calculated gross margins to understand their profit margins per project precisely. I also worked closely with the New Business Developer to meet new clients and assess their current Business and IT state. I then analyzed and proposed several future states, complete with each options project and purchase costings to onboard into the Fully Managed private cloud.*

#### Responsibilities:

* Conduct on-site assessments of the client’s IT infrastructure, operating systems, and applications by running detailed network scans, analyzing VMware clusters and Domain Controllers
* Assess fitness of networking equipment, business impact on failure and state of warranty
* Assess the fitness of workstations, applications, and services
* Interview key stakeholders to identify business requirements
* Prepare an assessment report, identifying risks to business continuity and prepare a plan to mitigate identified risks, including multiple options with project costings for each
* Review and refresh the list of products and services offered by Fully Managed to our clients
* Develop a tool to select products and project services to provide costings for sales and procurement
* Work with Procurement officer to improve hardware and licensing ordering for costs and delivery time
* Analyze internal business processes to identify areas of improvement

#### Achievements:

* Created a new financial project assessment and hardware/licensing ordering tool in Excel to streamline the new client onboarding process and process more clients faster
* Helped new businesses remove risk and improve overall efficiency through recommendations and executing tasks via the project team
* Analyzed the onboarding process for new staff to Fully Managed to increase new staff productivity

#### Technology Used:

* Client Network Assessments: Network Detective, Slitheris Network Discovery, and Angry IP Scanner
* Statements of Work: Word, Excel, and Visio
* Hardware for Clients: Cisco Meraki, HP Switches, Dell Servers, HP, and Lenovo Workstations
* Microsoft: Office 365, Hyper-V, Licensing

## ***Nilo Software* Vancouver, BC, Canada**

*Nilo Software creates medical products for hospitals and medical schools in the US and Canada.*

### **Developer Mar 2017 – May 2017**

*Developed MedPrentice, Nilo Software’s flagship product, designed to match Medical Students with Doctors on their medical rotations as part of their studies. It also tracks the required documentation for each medical rotation to ensure student and patient safety.*

#### Responsibilities:

* Build the web platform to match medical students with doctors and track their required paperwork
* Build a platform using Python and Django
* Integrate 3rd party SaaS platforms (Mailgun.com, Sentry.io, Drift.com, etc.)
* Map database schema diagram to increase platform understanding and decrease development time
* Map user flow diagram using BPMN in Visio
* Develop with HIPAA compliance (US version of Australian Privacy Principals)
* Develop python-based unit tests
* Configure Continuous Testing to run tests on every code commit
* Integrate legal Terms and Conditions and Privacy Policy

#### Achievements:

* Completed project on time and within budget with all required features
* Platform running on AWS Elastic Beanstalk to cater to dynamic user growth
* HIPAA Medical Privacy Compliance

#### Technology Utilized:

* Development: Python, Django, Postgres, AWS Boto3, PyCharm, PgAdmin, Git
* SaaS: Bitbucket, Mailgun.com, Sentry.io, Drift.com, Stripe.com, G Suite
* PaaS: AWS (Elastic Beanstalk, S3, RDS)

## ***LETT***  **Vancouver, BC, Canada**

*Easing the move to a new city by helping find the ideal home and location for our client’s lifestyle.*

### **CTO / Co-founder Mar 2016 – Sep 2016**

*As the Technical Co-founder, I was responsible for managing technical staff, product development, design, cloud infrastructure and SaaS solutions. I also spoke at events and marketed at functions.*

#### Responsibilities:

* Lead a small team of Developers to produce a Minimal Viable Product for our SaaS service
* Provide training to developers and other employees on software solutions and development practices
* Research current technology trends and develop technology for Lett’s platform
* Research current SaaS platforms for the best cost-to-benefit ratio for the company’s requirements
* Create a company website to help maximize our corporate customer conversion rates
* Attend and speak at networking events to promote Lett’s current and future services to the community
* Assist in creating and pitching presentation slide shows for investor pitching sessions
* Help develop and evolve customer pricing models
* Assisted in the acquisition of Base (<http://www.baseyourself.com/>) to merge with Lett (http://lett.io)
* Help design and develop a viable business model
* Graphics design work for websites and presentations

#### Achievements:

* Produced and launched MVP for the internal customer-facing team.
* Designed Disaster Recovery Process and architect built-in fault tolerance to the design
* Created and secured cloud infrastructure for production and development environments
* Helped facilitate Lett to become a profitable business
* Automated many manual tasks for our relocation consultants to reduce the time required per job

#### Technology Used:

* Development: NodeJS, JavaScript (ES6), Docker, Webpack, ReactJS, Sass/CSS, MongoDB, Git, Jenkins, Ruby, Mechanize, Open Street Maps, Mapbox, Mapbox Studio
* SaaS: Bitbucket, Google Analytics, Woopra.com, Canva.com, Proto.io, G Suite, Google Places, Cloud9
* PaaS: AWS (Elastic Beanstalk, RDS) / IaaS: Digital Ocean

## ***Ipswich City Council*** **Ipswich, Queensland, Australia**

*Committed to providing Queensland's oldest city with the highest standard of local government services for its citizens. Ipswich was voted Australia’s smartest city after being named in the world’s Top 7 most Intelligent Communities for 2015 by the Intelligent Community Forum (ICF) in New York. While working at Ipswich City Council, I started as a System Analyst and acquired the additional roles of Incident and Problem Manager and Library IT Lead and had to balance my workload across all three.*

### **Systems Analyst Oct 2011 – Dec 2015**

*Providing analyst work for many varied tasks as required. Among them is maintaining the core content management system containing critical public and private information and a core financial platform.*

#### Responsibilities:

* Create and maintain a disaster recovery plan for many of the Council's critical services
* Create and maintain environment management Visio diagrams for each of the systems and services
* Coordination of server patching and post-patch testing
* Yearly user and group security audits for critical systems
* Audit servers and applications to ensure all systems are operational and remediate where necessary
* Identify and resolve any threats to system and service uptime
* Administer back-end systems for ECM (Content Management System) and ensure PCI compliance
* Administer Pathway and ePathway (critical internal and public-facing financial system)
* Administer Crystal Reports Server and Power BI for company insights
* Participate in the Enterprise Application on-call roster

#### Achievements:

* Identified and decommissioned unused servers and systems, saving monthly infrastructure fees
* Audited our entire environment. Identified production systems containing varied risks, including backups and DMZ network security. Coordinated appropriate staff to resolve the identified risks

### **Incident and Problem Manager Mar 2012 – Dec 2015**

*In addition to my Systems Analyst role, I functioned as the Incident Manager. Responsible for identifying and assembling ad-hoc teams to restore and resolve business critical incidents, performing recorded statistics analysis, identifying and resolving Problem Records for reoccurring Incidents.*

#### Responsibilities:

* Identify risks to the business within the council’s IT environments
* Manage severity 1 & 2 business critical incidents within SLAs’
* Manage selected staff during critical incidents, service restoration
* Communicate service status to affected business units during critical incidents, provide regular updates
* Record Critical Incident details and analyze data to identify any underlying trends
* Manage staff for permanent resolution post severity 1 & 2 critical incident restoration
* Conduct root cause analysis of critical incidents
* Conduct problem record analysis of reoccurring critical incidents
* Manage staff to perform architecture and configuration improvements to reduce future incidents
* Collaborate with Release Manager to identify and minimize risks for scheduled changes
* Ensure all Disaster Recovery documentation, Visio charts and knowledge articles are up to date
* Work in a team to create the business continuity plan (BCP)
* Work in a team to conduct a successful simulation of our business continuity plan (BCP)

#### Achievements:

* Reliably and consistently resolved major and critical incidents within designated SLAs
* Reliably and consistently resolved identified ongoing problems within the IT environment
* Redesigned the incident, problem and release management tracking and reporting systems
* Successfully testing the disaster recovery plans for the council’s critical systems
* Integrated the data flow between each system to capture the progress of failed changes
* Simplified the recording of the details for each system
* Improved ongoing trend analysis of each system
* Reduced release scheduling clashes

### **Library IT Lead Mar 2015 – Dec 2015**

*Ipswich City Council operates three Libraries and one mobile book bus throughout its shire.*

#### Responsibilities:

* Analyze and Map the Current State of the Library’s Infrastructure and Services
* Create a plan to merge the Councils and Library’s infrastructure

#### Achievements:

* *Mapped Library’s Services and IT Infrastructure*
* Trained and directed staff to perform day-to-day repetitious tasks
* Used decommissioned PCs to extend the life of in-service PCs to maximize the services to the general public when the budget was not available to buy more new PCs

#### Technology Used:

* *Microsoft Office: Visio, Excel, Word*
* OS Administration: Clonezilla, Deep Freeze, Ubuntu Linux, Windows 10

### **Projects:**

*I undertook several vital projects to remove risk and reduce the required budget. Some projects were allocated to me, some were identified by myself, and the benefits were pitched to management. Below are some of the more noteworthy projects.*

#### Responsibilities:

* Coordinate the virtualization and migration of 170 physical servers into a private cloud provider. Analyze over 170 servers and 90 business services and document service configurations. Update the DNS server’s IP address used by the server and application layers and use a standard alias naming convention where appropriate. To prepare for data centre migration, updated server and application configurations to use new aliased records. Create a project schedule and group services based on service and environment type to reduce risk during server migration. Architect Active Directory design to ensure Active Directory is available to both sites in case of a link failure. Determine the go no go for each migration process. Perform pre and post-testing of each server and service as it is migrated to ensure a successful outcome. Resolve any unexpected issues from migration progress and decide if/when to roll back in the event of a failure. Coordinate and schedule outages, professional cleaning and transportation of the remaining 12 physical servers to the new datacentre.
* Designed, developed, and populated a new semantic knowledge base. Storing a wide range of integrated information, including server, application, infrastructure, process, schedules, aliases, client, contact, work instructions and fixes for common problems
* Developed a holistic Visio diagram to understand the full environment at a glance. Containing all of the council's production servers, applications, data flow, and logical networking. Each server and service is linked with the knowledge base for a detailed understanding and analysis. The combination of holistic and detailed views allowed release management to fully understand the impact of a change before approving it, dramatically reducing the number of incidents caused by scheduled changes. If an incident still occurred, this system allowed the incident manager to understand how the service fully operated before directing remedial action, enabling them to resolve the incident very quickly
* Analyzing captured virtual server data. I devised a financial report that identified servers with over-allocated resources and the cost associated with the unused resources. Allowing the Council to save a significant percentage of allocated monthly hosting charges, allowing us to reallocate some of the over-allocated resources to services that needed more, increasing performance for these services
* Designed and developed a rendering engine in python to render many file types from the content management system to multi-page PDFs and synchronize the PDF copies into our DMZ for public access
* Reviewed the service agreement contract with the new outsourced managed services provider and provided recommendations to key management

#### Technology Used:

* Windows Server: Audit OS and network settings, Install and maintain applications
* Linux: OS Administration, Application installation and maintenance
* Cisco Cloupia: Audit virtual server resource usage
* VMWare: Create and maintain virtual servers
* Microsoft Visio: Mapped all 170 servers, all applications, and infrastructure

## ***Mincom / Ventyx an ABB Company*** **Brisbane, Queensland, Australia**

*Mincom offers asset management software and managed services for governments and mines. Mincom merged with Ventyx when bought by ABB.*

### **Solutions Architect Sep 2010 – Oct 2011**

*Due to work I had been doing, management requested me to join the Mincom Architect team. Allowing me to optimize not only technical tasks but also business processes and blend the two to create a more robust and efficient department.*

#### Responsibilities:

* Identify potential business improvements, design the solution and pitch to management for approval
* Consult with internal clients and use feedback to plan improvements for revised and future solutions
* Research and propose technology directions for managed services for up to 5 years in the future
* Administer and develop internal corporate backend systems:
	+ Ticketing System: Remedy (data mining)
	+ Content Management System: Alfresco
	+ Fixed on First Contact Knowledge Base: Alfresco
	+ Team Collaboration Portal Solution: SharePoint
* Identify and create needed internal staff knowledge base articles

#### Achievements:

* Designed, developed, and populated the new enterprise content management repository to be used by multiple departments across multiple countries throughout the business
* Develop new workflow and forms in the Support Ticketing System
* SME for all back-end systems and business practices
* Developed a new Portal solution using SharePoint
* Synchronized team-based calendars allow for greater transparency across teams
* Working with the help desk manager, I developed a basic Fixed on First Knowledge Base system for the Help Desk to use as a proof of concept. Proving to not only reduce the number of calls passed to level 2 support but also increase the number of closed support requests while the customer was on the phone during the first point of contact. After a short time, I was asked to continue developing the system and supply official support
* Updated and converted outdated documents to knowledge base format for relevant fast, on-demand information consumption. Giving all staff a starting point to start adding new and relevant Knowledge Articles
* Integrated knowledge base system with the service ticketing system to automatically show relevant knowledge base articles as soon as service tickets were raised, creating a higher rate of resolved incidents on first contact (Fixed on First). This also reduced rebate costs due to fewer SLA breaches. And reduce the number of tickets that were sent to the more expensive Tier 2 service teams
* Integrated Knowledge Base system to run specific on-demand queries on servers. Reducing time performing scriptable tasks, where a human still needed to make a judgment call

#### Technology Used:

* Alfresco Development: JavaScript, HTML, CSS
* Remedy: Workflow Design and Development, Form Design and Development
* SharePoint: Developed Portal solution for all Teams
* Monitoring: HP OpenView

### **UNIX Administrator Sep 2007 – Sep 2010**

*Working in the managed services division, we maintained the critical services for government and corporations in our own, on and off-premises secure data centres. As a UNIX administrator, I automated many of our daily tasks by hooking into our backend systems.*

#### Responsibilities:

* Maintain a variety of UNIX-style operating systems (HP-UX, Solaris, AIX, and Linux)
* Resolve hardware, operating system, and technical issues
* Install operating systems and application packages
* Develop scripts to increase the efficiency and timeliness of administration tasks and reduce downtime
* Maintain enterprise-grade backups and ensure integrity and redundancy
* Help train our Help Desk staff in common out-of-hours tasks and troubleshooting
* Resolve support tickets within SLA

#### Achievements:

* Consistently achieve the highest call closure count for my team
* Consistently achieve one of the lowest aged and untouched calls for my team
* Helped train the night shift to handle many incidents, reducing calls to the level 2 on-call support
* Assisted in returning Data Centre to a fully operational state after a complete power loss

#### Technology Used:

* UNIX: HP-UX, AIX, Solaris, Linux, Samba, LPRng, Perl Scripting, Bash Scripting, SSH, etc

## ***Salmat***  **Brisbane, Queensland, Australia**

### **Data Cleanser July 2006 – Sep 2007**

### Achievements:

* Developed a suite of applications that automated manual steps to convert client’s supplied data into the standard internal data format, allowing a significant reduction in the time it took to process an ad-hoc job manually and to script reoccurring jobs
* Finding and removing bugs in existing tools that had been in use for many years, removing the potential for future data corruption

Education:

## ***Part-Time Student*  Feb 2016 – Mar 2016**

### **SpringU**  **Brisbane, Queensland, Australia**

[SpringU](http://spring.is/) *is an Entrepreneurial Business School for Start-ups, specializing in educating entrepreneurs on the most effective and reliable way to create a new business, engage customers and drive growth.*

#### Entrepreneurial Business School:

* Identify Market Gaps
* Business Plans
* Marketing
* Team Building
* Growth Hacking
* Fundraising

## ***Full-Time Student*  Feb 2003 – Nov 2003**

### **SAE Qantm**  **Brisbane, Queensland, Australia**

[Qantm](https://sae.edu.au/campuses/brisbane/) *specializes in educating students to become game developers. Students learn C++ programming, 3D Modelling, and 3D Animation through a full-time course for one year. Students also work toward an end-of-year project to showcase to the gaming industry.*

#### Diploma of Information Technology (Software Development):

* 3D Studio Max, Maya
* C++
* Game engines
* 3D Modelling with skeletal design and weighing
* 2D and 3D Texture design and mapping

Personal Development:

**Description:**

* Helped establish the SpringU’s Alumni group and ongoing committee member and organizer
* Participate and Mentor at Protohack <https://protohack.com/> (International Code Free Hackathon)
* Mentor early entrepreneurs and their Start-ups
* Attend many after-hours Start-up events
* Research and develop with technology designed for petabyte-scale with horizontal scalability
* Research and develop frameworks for the suitability of task
* Attended the Unbounce CTA (Call to Action) Conference based on marketing and growth hacking

Personal Interests:

**Description:**

* Design and build Start-Up businesses
* Growth Hacking
* Web Development
* Casual bike riding
* Computer Gaming

Referees:

*References upon request.*