Profile

Demonstrated experience in delivering business value by looking beyond the technology constraints and envisioning the end state in real, measurable outcomes that often exceed calculated expectations.

Professional Achievements

**Carnival Corporation**

**Dec/2018-Present: Senior Director, Operations and Engineering**

Medallion Class Program – PCL / Global Experience Innovations

* Support all aspects of technology delivery for the PCL Medallion Class Exoeriences ship/shore;
* Provide leadership for the innovation and continuous improvement program, including:
  + Service Recovery Program;
  + Responsiveness Program;
  + Enterprise Monitoring Program;
  + Performance Engineering Program;
  + Network Architecture and Operations Program;
  + DevOPS, Agile Release Stream (CI/CD) and ARA Program;
  + Control, monitor and action Cloud Archtecture cost optimization efforts
* Responsible for communicating the importance of the Operations Engineering Directorate with stakeholders and to ensure the operating effectiveness of the overall Medallion Class solution;
  + Demonstrated ability to quickly develop remediation plans
  + Marshaled the correct resources to address issues and concerns
  + Coordinated the delivery of the Recovery Services Program to address issues with minimal guest impact;
* Responsible for overall management, leadership and oversight of the broad range of support operations functions for the downstream support organizations and partners
* Responsible for the creation, maintenance and delivery of operational reporting to senior executives
* Coordinate the institutional activities that cross directorate organizations by assuring these functions meet the programmatic requirements of the Medallion Class solution.
* Support operations activities which encompass solution delivery; security operations; performance reporting; quality and risk management; and information resources which include information technology, workflows, ITIL processes, and release management activities.
* Lead and influence broad, cross-functional teams, including IT and non-IT teams to resolve issues and maximize the guest experience
* Deliver innovation on application release management, automated testing, and quality gates in support of DevSecOPS
* Optimize, streamline and enhancement platform architecture to delivery environmental and operational effencies
* Harden, optimize and champion innovation on the network fabric to provide multi-channel connectivity solutions
* Manage and optimize the database architecture across all environments in support of shipboard / shoreside operations
* Provide an enterprise architecture strategy for PCL to ensure technology alignment to major corporate-wide technology investments
* Drive awareness and adoption of enterprise monitoring and alerting in support of business insight instrumentation and reprting
* Conducted annual performance appraisals for direct reports, provided individual feedback to improve performance, and initiated corrective action in response to personnel problems;
* Identified training and developmental needs for multiple teams and provided support for professional and personal growth to staff

**LMS Consulting**

**Jul/2018-Dec/2018: Executive Consultant IT Operations and Engineering**

Ocean/Trident Program

* Lead and delivered the Ocean Program Enterprise Monitoring Solution portfolio. This included the successful delivery of various Ocean platform Application Performance Monitoring (APM) integration scenarios for all mission critical Ocean IT dependencies including Docker, Couchbase, and Kafka
* Streamlined the adoption of APM tooling across delivery teams to help triage issues and identify root-cause
* Work closely with delivery teams to deliver seamless integration of enterprise alerts into ServiceNow to streamline IT Operations
* Developed the overall IT platform strategic direction for Ocean and implemented numerous improvements to achieve an MTTR improvement of over 84%
* Implemented operational processes and procedures to support SI deliverables to improve efficiency and shorten lead-time to deliver same
* Worked closely with the xiHub to create a single-pane-of-glass to support key aspects of Experience Operations
* Supervised and lead multiple vendor and SI teams to achieve targeted objectives and timelines
* Developed, monitored and reported on multiple concurrent projects to the VP IT Operations and Engineering
* Developed KPIs to align ITIL operational metrics with known program drivers
* Created the strategic IT roadmap for ship-based deployments using a VMware Validated Design (VVD) to position cloud-centric provisioning models and capabilities to maximize investments in multiple virtualization models (cloud/on-prem/hybrid)
* Participated in the triage and resolution of multiple application issues across all aspects of the infrastructure stack (cloud, virtualized, containerized and legacy deployments)
* Lead the delivery of the DevOps, Agile Release Streams - CI/CD Automation initiatives
* Supported efforts to optimize the PMLC of the Ocean program and made strategic recommendations to improve product development
* Provided senior management with various artifacts for the delivery of ROI, RTO, RCA and OpXcel
* Assist in the planning and formulation of CAPEX/OPEX models and forecasts
* Developed and implemented Ocean-centric SLAs, KPIs and OLAs
* Delivered Dynatrace and Dynatrace/NAM implementation for Caribbean Princess and Regal Princess
* Delivered Dynatrace SaaS to AWS integration for multiple environments (Prod, QA, Perf, Stage, DevX)
* Implemented custom tags by vendor and Ocean Experience to streamline operational alerts and reporting
* Developed strategic roadmap for Ocean Operational Reporting
* Trained and mentored Carnival and SI resources to support various aspects of the overall technology landscape for the Ocean Program

**First Horizon National / First Tennessee Bank:**

***Jan/2014-Jul/2018: Lead Enterprise / Solutions Architect – Rapid Innovations Team***

Enterprise Technology Team

* Lead Enterprise Architect on the Rapid Development and Innovations Team, delivering new methods to engage with both Retail and Commercial customers using state of the art Rapid Application Development tools (Avoka, APEX/SF, Node.js, Loopback, Hipster, OutSystems, Mendix, etc)
* Advise and lead solutions which leverage IoT and Cloud-Fabric in support of NeoBanking (Financial Technology Transformation)
* Provide technical leadership and guidance to the application development teams for RAD/ReST implementations, DevOPS/Agile, CI/CD and Operations Excellence (OpXcel)
* Manage, design, and help develop solutions following industry best practices and methodologies for system integration and application/hardware virtualization with a primary focus on OpXcel and DevOPS
* Develop DevOPS implementation landscape using Application Performance Monitoring (APM) and workflow orchestration tools in support of Agile Release Streams, SCM/CI and ITIL operations.
* Develop, implement and champion the FHN Operations Excellence Framework using a variety of APM tools automation technologies (DynaTrace, DC-RUM, MS/Orchestrator, HP/SM, etc)
* Establish, adopt, communicate and enforce standards and policies for system documentation, and best practices that support an optimized Services-Centric environment. Implement FHN Integration Intranet tools for rapid collaboration using IBM BPM, ODM, API/M and WSRR.
* Keep current with industry trends and development for technologies and assist in evaluating and developing plans for keeping applications current, chair Architectural Review Board (ARB)
* Responsible for strategy & roadmap for application integration technology stack, with focus on runtime automation in support of DevOPS and OpXcel.
* Develop and implement Application Performance Monitoring business-centric dashboards for mission critical applications to measure SLAs, OLAs and KPIs.
* Develop and implement a customized IFX canonical for the FHN Enterprise Messaging Model (EMM).
* Work closely with the Solution Architects in designing and building solutions that are reusable, quick to market, and provide an enhanced customer experience with a strong focus on Mobile frameworks and integration.

**RTX Technology Partners**

***Sep/2013-Jan/2014: Senior Advisor, Technology Architect***

* *As a principle solutions architect and lead enterprise architect, engage on multiple contacts in support of developing both the EA program for RTX in addition to delivering on strategic engagements for multiple clients.*

Telus Canada

* Consulting engagement to redefine the Telus business case pertaining to Application Release Automation (ARA).
* Performed assessment of current Delivery Automation Capabilities
* Defined Key Performance Indicators and Targeted Improvement Areas
* Developed revised ARA Implementation Business Case
* Delivered SCM/CI to ARA integration strategy
* Delivered ARA delivery roadmap aligned to industry benchmarks for SCM/CI/ARA.

**Walt Disney Parks and Resorts:**

***Sep/2011-Sep/2013: Principal Technology Architect***

Next Generation Experience (NGE) Project

* Working as part of team to architect the program IT infrastructure landscape.
* Obtain stakeholder buy-in on challenging designs, making recommendations, validating requirements & ratify solution architectures across lines of business and IT partners (Global Business Technology Systems - GBTS)
* Architected the program’s data replication, high-availability and virtualization strategies partnering with key stakeholders.
* Consult with other service towers on available infrastructure solutions and advanced service product options available to meet business units’ requirements.
* Manage vendor relationships
* Maintain knowledge of emerging trends in the industry through participation in user groups, and disciplined monitoring of periodicals, research groups (ex. Gartner, Forester, Burton).
* Mentor program resources on enterprise architecture, six-sigma and business transformation.
* Design customized solutions as required to support business objectives and goals for multiple program development initiatives.
* Conducted multiple Proof-of-Concepts as required for:
* Deliver ARA/SCM/CI solutions
* Deliver HA/DR (High Availability / Disaster Recovery)
* Design and build numerous virtual environments in support of the program delivery
* Design and deliver multiple Application Infrastructure Diagrams (AIDs)
* Architected VMWare Virtualization Roadmap for the NGE program
* Implemented Performance Engineering Landscape (APM Optimization)

**Concertia Technologies:**

***Jul/2011-Sep/2011: Enterprise Transformation Architect, Lead Enterprise Architect***

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**Maplesoft Consulting Group:**

***Dec/2009-Jul/2011: Senior Management Advisor / Enterprise (Solutions) Architect***

**IT/Net Consulting Group**

***Oct/2008-Dec/2009: Senior Advisor / Enterprise (Solution) Architect***

**Brainhunter Consulting**

***Nov/2004-Sep/2008 (3m): Enterprise (Solutions) Architect***

**Avalon Works Corporation**

***Dec/2001-Oct/2004: CTO / Solutions Architect / Management Consultant***

**Canada Post – Business Transformation**

***Aug/1998-Nov/2001: Chief Technology Architect***

**Informix Canada**

***Apr/1997-Sep/1998: Web Ambassador / Solutions Architect***

**NCR Canada**

*May/1996-Mar/1997: Pre-Sales Solutions Architect*

**Saudi-Aramco Oil Company (IBM/SBM)**

*Apr/1994-Apr/1996: Application Architect*

**Revenue Canada – Customs and Excise**

*Dec/1990-Jan/1993: Technology Architect / Developer*

**American Express**

*Oct/1990-Dec/1990: Developer*

**National Personnel System**

*Aug/1988-Jul/1989: Developer*

**Department of Fisheries and Oceans**

*Apr/1988-Jul/1989: Developer*

**ACO Group Enterprises**

*Feb/1986-Jun/1987: Operations Management*

**Supply and Services Canada**

*Nov/1984-Jan/1986: Developer / Systems Engineer*

* *Six Sigma Green Belt Certification (2010)*
* *ITIL Foundations (2013)*
* *TOGAF Certified (2006)*
* *SAP Implementation and Modeling (2000)*
* *Bachelor of Computer Science (Completed 2 years, 1981)  
  University of Victoria*