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Work Experience

Westpac Banking Corporation

July 2021 – Current

Senior Technical Lead, Infrastructure, team of 30

- Led and organised certificate automation initiative; creating, maintaining, and ensuring alignment with desired outcomes, technical limitations, and future maintainability.
 - Created site isolation template to reduce developer burden for Ansible site isolation down to single-digit hours from spec to testing.
 - Created new Terraform providers and modules for F5 BIG-IP load balancers, reducing node deployment time from 1 hour to 3 minutes.
 - Mentored team members on automation methodology, idempotency, Ansible, and Terraform.
 - Automated failover and cell isolation for the Online Banking, Investments, and Corporate Services websites, reducing per-cell deployment time from 30 minutes to 90 seconds, including automated acceptance testing.
 - SME for Terraform, Ansible, and F5 BIG-IP.
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TPG Telecom LTD

May 2017 – July 2021

Network Engineer, IP Networks, team of 15
Formerly Vodafone Hutchison Australia Pty Ltd

- Developed QoS Optimisation for Fixed Broadband, eliminating buffering issues and increasing performance during peak hours by 30%, resulting in TPG's Fixed Broadband service being rated 2nd best in the country in 2021.
 - Managed, maintained, and upgraded production Ansible Tower environment, including migration to a resilient multi-site architecture.
 - Developed Ansible automation workflow for upgrade of fibre aggregation nodes with automated pre-checks, post-checks, and rollback; reduced weekly update time from 4 hours to 9-12 minutes.
 - Proposed, designed, and developed a POC path optimization tool in Haskell for Access Networks to reduce manual work required for optical ring optimisation, reducing the hours required for routing new rings tenfold.
 - Designed, implemented, and debugged load-balancing solution for revenue/mediation systems that handle all customer billing, including custom monitoring, automated failover and alerting, and dependency groups.
 - Designed and implemented CRL Sync service between new PKI roots that was used for signing of all internal certificates (2,000+ per year).
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Community

AnsibleFest

2020

Gave a talk on *Automation Mindset vs. Methodology* at AnsibleFest 2020. Transcript can be provided upon request.

Tech Blog

2022 – Ongoing

I maintain an ongoing tech blog at <https://rin.systems> with my various adventures and misadventures in tech.
