topher Dick

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Professional Mission

Enable organizations to build features and products that customers want to use by delivering on the DevOps principles of software delivery, infrastructure management, and security throughout the Software Development Lifecycle.

Key Achievements

✔ Served as the IT Leader of a $40B Software Industrial spun-off a $4B organization
✔ Led program to deliver business continuity solutions proven to meet 2-hour RTO and 1-hour RPO for business-critical services across a 2500 server enterprise environment.
✔ Successfully directed technical staff and administrated budgets over $20MM
✔ Provided $5.2MM in first-year savings by influencing enterprise technology roadmap for infrastructure enhancements delivering a 20% reduction in service outages and a 25% increase in average server utilization across 500 applications in the target line of business.
✔ Initiated and completed an architectural review of senior management's top 25 applications; review identified over $16MM in previously undefined risk, including non-conforming licensing practices, business continuity risks, and failure to comply with federal regulations. Remediation costs of $25K resulted in reduced legal, financial, and reputational risk.
✔ Led business-wide review of cloud utilization and worked with vendors to optimize pricing across multiple cloud providers, resulting in an immediate $7.2MM annual saved compared to existing billing and additional savings for planned growth.

Skills

Agile Development Support	Configuration Management	Organizational Transformation
Availability Planning	Containerization	Performance Tuning
Budget Preparation	Continuous Delivery	Process Definition
Business Requirements Analysis	Continuous Integration	Regulatory Compliance Analysis
Business Continuity Planning	Cost-Benefit Analysis	Resource Allocation
Business Impact Analysis	Distributed Application Design	Risk Assessment
Capacity Planning	Infrastructure Architecture	Storage Design
Cloud Architecture	Linux	Technology Requirements
Cloud-Native Application Design	Observability	Utilization Optimization

Recent Tools

Ansible	Docker and Compose	Jenkins	Python
AWS and EKS	ElasticStack	Kubernetes	RabbitMQ
Azure	git	Mongo	Redis
Bamboo	GitHub and GitHub Actions	PagerDuty	SaltStack
bash	Google Cloud and GKE	PostgreSQL	Terraform + TCFB
DataDog	Helm	Puppet	Vault

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Professional Experience

Voxel51   *May 2022 - Current*

Principal Engineer

Infrastructure Subject Matter Expert responsible for providing solutions to implement FiftyOne Teams internally and for customers across multiple cloud and on-premise platforms. Responsible for establishing and implementing a consistent build and release process. Served as the primary Customer Success implementation engineer, responsible for coordinating customer installs and troubleshooting remote environments.

Key Contributions:

- Built standardized Helm Charts and Docker Compose configurations for FiftyOne Teams deployments
- Automated management of Auth0 tenants using Terraform and Python
- Deployed and managed internal Development and Customer Success environments in GKE, GCE, EKS, and Azure
- Provided documentation for global implementations and coordinated over 34 customer installs
- Created upgrade solutions for customers moving from early-adopter, single-service implementations to release-version, multi-service environments
- Served as Infrastructure SME and coordinated with engineering to provide consistent implementation strategies and frameworks

DataRobot, Inc.   *August 2019 - May 2022*

Lead Platform Engineer

Domain Lead, People Lead, and SRE for teams tasked with building the installation solutions for an AI/ML software product designed for SaaS and on-prem installation and for operating and maintaining the globally deployed SaaS solution. Responsible for designing and building Installation and Configuration tools for the DataRobot Platform, integrating third-party services, supporting the Customer Success team with on-premise installation issues, establishing the roadmap for platform architecture, and maintaining the SaaS product offering.

Key Contributions:

- Designed and implemented interruption-free RabbitMQ hosted-solution upgrades leveraging AWS Autoscaling Groups
- Established initial automated-deploy framework for prototype self-hosted Observability platform based on Elastic Stack leveraging Terraform and Ansible
- Initiated and implemented 3-vendor Proof-of-Concept comparisons for cloud-based Observability solutions
- Architected and implemented a solution for secure management of X.509 certificates without the introduction of additional software licenses
- Planned and incorporated solutions for encrypted data-at-rest on-premise deployment options
- Integrated TLS-secured Elasticsearch deployment solution for on-premise customer installations

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Honeywell International, Inc.   *December 2016 - July 2019*
Sr. Director, IT - Engineering Business Partner
Reporting to the HBT CIO, responsible for establishing DevOps practices across the HBT organization, providing guidance and future-state roadmaps for cloud adoption and management, and representing Engineering stakeholders to the IT community. As the Sr. IT representative onsite at the Atlanta Software Center was also responsible for day-to-day infrastructure operations throughout the facility, negotiating contracts with vendors, and ensuring continuous productivity for Sales, Engineering, Finance, and Executive teams onsite.

Key Contributions:
- Established facility-wide technology standards for the Atlanta Software Center to create day-one productivity plans for onboarding developers
- Negotiated across multiple line-of-business CIOs to establish consistent hardware/software builds for associates working out of the Atlanta Software Center to provide a consistent experience for all team members
- Responsible for all aspects of Infrastructure at the new Atlanta Software Center, growing from 50 end-user devices and a distributed Wireless solution to over 500 end-user devices, four floors of wireless mesh network, and associated connectivity infrastructure
- Managed 8-person on-site Support Desk for day-to-day desktop and facility operations issues
- Served as the IT Leader for HBT during the $4B Resideo spin-off; responsible for ensuring that the spin-off had all aspects of infrastructure split to operate as an independent entity on Day One
- Planned, coordinated, and executed the segmentation and separation of 9 ERP systems supporting the new Resideo spin-off
- Reduced HBT Azure cloud spend by 42% in a 90-day sprint by coordinating team efforts to right-size existing infrastructure, decommission unclaimed infrastructure, and collaborate with engineering to establish auto-scaling practices; recognized reduced spend of $604K per month
- Founding member of the Honeywell-Wide Enterprise Architecture Council and served as HBT Architecture Lead for organization-wide governance planning

Pillar Technology Group   *January 2014 - December 2016*
Dev Ops Engineer
Individual Contributor consultant responsible for transforming customer infrastructure organizations by introducing DevOps culture and practices. Responsible for building Pillar Technology's DevOps practice and growing future consultants in the Columbus DevOps community. Grew Pillar's DevOps practice from one individual to a team of thirteen.

Key Contributions:
- Designed and implemented open-source Configuration Management solutions, which reduced new system deployments from days to hours

Pillar Technology Key Contributions (continued):
- Implemented Nagios-based monitoring solution with automated event handlers for common issues which reduced total reported incidents by 20% and reduced resolution of known issues from hours to minutes
- AWS infrastructure deployment and management for Dev and QA systems
- Open Stack infrastructure deployments and management
- Implemented Test-Driven Infrastructure as Code solutions
- Defined and participated in implementing the initial containerization strategies for infrastructure components such as RIAK, Elasticsearch, PostgreSQL, and Zookeeper
- Provided customer-facing operational support and participated in business value strategy creation

BPL Global   *February 2012 - December 2013*
Director of Information Technology
Responsible for all aspects of Information Technology (IT), including Development, QA, Infrastructure Management, Internal and External Customer Support, and Hosted Customer environments. Served as domain expert for all infrastructure technologies and provided the strategic roadmap for the long-term viability of hosted infrastructure platform.

Key Contributions:
- Provided Desktop Support, network design and administration, security planning and audit remediation
- Designed and deployed continuous delivery solutions to support Agile development methodologies
- Contributed to preparation of Request for Proposal responses
- Identified cost-savings opportunity based on data center consolidation and executed plan to reduce data center footprint by 30% resulting in a 15% reduction in total IT overhead
- Performed perimeter security audit and executed no-cost remediation plan in preparation for successful third-party audits mandated by customer contracts
- Designed, deployed, and maintained no-cost, dependency-based database backup schedule across Microsoft SQL Server and PostgreSQL environments
- Deployed home-grown Python solutions for monitoring and management of core infrastructure
- Analyzed and deployed desktop backup infrastructure to protect corporate intellectual property

JPMorgan Chase   *January 2008 - February 2012*
Vice President, Lead Architect (March 2010 - February 2012)
Responsible for managing a team of Infrastructure Solutions Architects tasked with translating business requirements into technology solutions with a focus on overall business expense, strategic technology practices, and leveraging or creating shared infrastructure system solutions. Served as overall Lead Infrastructure Architect for seven lines of business comprising Central Technology, including HR Technologies, Shared Services, Corporate Real Estate, Legal and Compliance, and Global Finance Technologies.

JPMorgan Chase Key Contributions:
- Initiated Peer Review process for Architecture solutions presented to establish consistency across deliveries resulting in shorter project delivery timelines
- Established organization-wide strategies for technology governance, technology roadmap standardization, and hardware lifecycle management
- Designed and delivered shared services (internal VMWare cloud, iOS testing cloud, enterprise message bus) across JPMC business towers in order to create operational efficiencies through automation
- Influenced adoption of shared services resulted in $8.2MM in estimated annual cost avoidance
- Proposed and designed standards for Infrastructure implementations to reduce overall design and implementation timelines resulting in a 2-week reduction in project timelines for projects leveraging established patterns
- Proposed and designed triple-site DR solutions for centralized Data Warehouse environment resulting in successful RTO 2 DR tests

Vice President, Architect Lead (January 2008 - March 2010)
Responsible for architecture strategy, vision, systems integration, and influencing technology selection across the global infrastructure silo of JPMorgan Chase's technology enterprise. Served as the overall Design and Engineering lead for Central Technology Shared Services, providing guidance in industry trends and vendor practices with a strong focus on cost efficiency, standardization, and maximizing return on investment leveraging well-defined technology patterns and commodity solutions. Tasked with communicating the practical implications of architectural decisions, issues, and plans to senior management.

Key Contributions:
- Identified as a trusted advisor on Architecture and Design topics with senior business, operations, and technology management
- Influenced architecture changes in existing international asset management implementation resulting in $2.4MM in project savings, early infrastructure delivery, and increased testing flexibility
- Provided recommendations for application consolidation or virtualization and drove businesses to implement changes resulting in increased infrastructure utilization, reduced data center footprint, resulting in over $8MM of first-year savings
- Proposed and participated in proof-of-concept for Azul Systems Java Compute Appliances and influenced business acceptance resulting in $10MM of first-year savings

Click4Care   *June 2007 - January 2008*
Director of Information Technology and Lead Technology Architect
Responsible for converting the technology infrastructure of a small (15 employee) software development start-up to an international, enterprise-class solution with HIPAA compliant systems and data security, enterprise backup solutions, and automated development build/test environments.

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Click4Care Key Contributions:
- Created infrastructure architecture and deployed enterprise backup and business continuity solutions for environments providing services to customers storing Protected Healthcare Information (PHI)
- Performed on-site deployments for shrink-wrap customers
- Coordinated implementation of new VoIP telephony solution
- Migrated hosted e-mail and web solutions to internal infrastructure solutions
- Developed architecture for, coordinated, and deployed UK-based hosting facility for international customer support enabling $8MM in annual revenue
- Negotiated $2.4MM annual Hosted Solutions contract leveraging multi-vendor negotiations to save $750,000 over three years compared to initial vendor quotes
- Designed and deployed VMware environment for rapid scalability and increased flexibility resulting in $2.1MM in savings over proposed architectures
- Deployed, and supported, OpenCRM for customer relationship management

Education
Bachelor's of Science in Management Information Sciences from Franklin University (2013)
Master of Business Administration from Franklin University (2014)