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| Mike Richardson  0481 069 612  [mail@mikerichardson.com.au](mailto:mail@mikerichardson.com.au) <http://mikerichardson.com.au> | AWS Certified (AWS-SOSA)  Cisco Certified (CCNP)  VMware Certified (VCP)  Commvault Certified (CCP)  Microsoft Certified (MCTS)  ITIL Certified |

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| **Summary** | | |
|  | | Highly skilled and experienced in building and operating high-performing, mission-critical application platforms that customers trust.  DevOps and infrastructure automation consultant specialising in AWS,Chef, OpsWorks, Packer, Docker, and Bamboo. Proficient across Windows and Linux.  Accomplished business and team leader with experience co-founding, growing, and successfully exiting a highly regarded enterprise hosting company.  Passionate about building outstanding teams and developing a culture that embraces knowledge, responsibility, and continuous improvement. |
| **KEY ACHIEVEMENTS** | | |
|  | * Co-founded an enterprise web hosting business. Grew this into a multi-million-dollar operation and successfully exited in 2014, after 5 years. * Responsible for mission-critical infrastructure for high-profile sites including Myer.com.au, Bunnings.com.au, and Australia.com. * Led the development of Australia’s first cloud storage platform and an OpenStack powered cloud compute platform. * Designed and deployed an enterprise hosting platform in Hong Kong in just 6 weeks. Delivering substantial RoI for the business over the next 3 years. * Oversaw crisis management operations and improved resilience for high-profile sites under relentless DDoS and other security attacks. * Developed a custom AWS backup solution based on the AWS Python SDK and a front-end using Django, jQuery and AJAX. * Implemented Scrum and basic continuous delivery and improvement processes for a travel industry start-up in Melbourne. | |

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| **RELEVANT EXPERIENCE** | | | |
|  | **Freelance DevOps Consultant** | May 2015 - Now | |
|  | *Australian Digital Health Agency*   * Windows automation with AWS OpsWorks/Chef (.NET environment) * Linux automation with AWS OpsWorks/Chef (Docker environment) * CI/CD pipeline development (Bamboo) | | |
|  | State Manager (NSW) | Oct 2015 – May 2015 | |
|  | Cevo NSW – Enterprise DevOps Consulting Firm   * Leading a team of highly skilled DevOps consultants. Cevo specialises in environment automation, test automation, Agile, and software development. * Discovering and developing key customer accounts in the enterprise software delivery space. * Recruiting and talent pool development to ensure Cevo can find and attract the best consulting talent in Sydney. * Actively engaged with technical teams as appropriate to ensure successful delivery of work. * Helped facilitate solutions meetings with business partners and technology teams to build consensus and decisions without compromising delivery and/or services | | |
|  | Senior DevOps Consultant | Aug 2015 – Oct 2015 | |
|  | Cevo VIC – Enterprise DevOps Consulting Firm   * Solution design and delivery principally on AWS workloads * AWS automation and scripting with CloudFormation, Python, and BASH. * Auto-scaling application delivery with AWS, Docker, and Consul. * Pre-sales support and architecture | | |
|  | *Travelling - Studying Chinese - Independent Consulting* | | *Aug 2014 – Aug 2015* |
|  | Managing Director, Co-founder | | Dec 2009 – Aug 2014 |
|  | Haylix – Managed Enterprise Hosting Provider   * Engaged closely with the board of directors to provide quarterly performance reporting, establish growth strategies, and identify key risks and opportunities * Lead a team of up to 12 highly capable developers, engineers, and sales people who helped us to grow this business rapidly over 5 years * Secured key accounts including Bunnings, Honda, Tourism Australia, Department of Communications, and many more. * Established highly successfully partner-sales model which provided a steady supply of high-quality new business * Oversaw technical operations and developed a highly successful company culture focused on knowledge sharing, happy customers, and responsibility. | | |
|  | Hosting Manager | | Mar 2009 – Dec 2009 |
|  | DT Digital (this operation became the basis for founding Haylix)   * Responsible for a value-added hosting operation at this digital agency * Managed processes, procedures, design and implementation, project execution and revenue management. * Identified key opportunity to split into a new business and attract new customers, presenting the growth plan to DT Digital’s parent company * Implemented new policies and standards to enable growth and scalability | | |
|  | Infrastructure Manager | | Jun 2008 – Mar 2009 |
|  | Xbio Systems – Medical SaaS Start-up   * Designed and deployed a fault-tolerant, secure infrastructure for hosting patient data * Stabilised operations with ITIL practices and release management * Streamlined internal development operations by adopting virtualisation and automating the build/deploy/test cycle * Provided senior leaders with key visibility of the infrastructure platform by publishing key performance metrics through a monitoring and maintenance platform | | |
|  | Infrastructure Manager | | Nov 2006 – Jun 2008 |
|  | Billing Bureau –Telephony Billing SaaS provider   * Transformed decaying infrastructure with daily outages into a robust and reliable platform * Established incident and problem management processes * Promoted knowledge sharing within the business * Reduced operational costs by 25% by adopting virtualisation for non-critical systems, while also returning a 3-fold increase in future capacity | | |
|  | **Prior to 2006**   * Infrastructure and Networks Manager – Red Media (ISP) * Backup and Recovery Engineer – WebCentral (Web Hosting) * PHP Developer – itXpress (ISP) * Level 2 Support Engineer – WebCentral (Web Hosting) * Systems Administrator – Big.net.au (ISP) | | |

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| **education** | |
|  | 09/2016 **AWS** Certified SysOps Associated  06/2015 **ITIL** Foundation Certificate  08/2014 National Taiwan University - Chinese Language Course  04/2012 Leadership Resilience Training – Rezilium, Sydney  02/2012 Public Relations and Media Training – Ogilvy PR  10/2011 Rackspace Boston **OpenStack** Training Course  04/2011 **F5** Training (iRules, LTM Operation, Architecture, ASM)  10/2010 Commvault Certified Professional (**CCP**)  04/2010 VMware Certified Professional (**VCP**)  01/2009 Microsoft Certified Technology Specialist – AD (**MCTS**)  02/2008 Cisco Certified Network Professional (**CCNP**)  11/2007 Deakon Complex IT Sales Course  05/2003 Cisco Certified Network Associate (**CCNA**) |
| **REFERENCES** | |

*Available upon request.*