

# WILL WILLIS

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## PROFESSIONAL SUMMARY

Results-oriented application Software Architect and Developer with a passion for metrics, automation, and learning and implementing new technologies. I'm a flexible team-player with experience across software lifecycles, platforms, and technologies. I'm looking to join an organization where I can demonstrate my abilities to solve complex problems and deliver/maintain world-class applications.

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## SKILLS

Python, Perl, SQL, JavaScript, Solidity; JSON, XML, YAML; Linux, Windows; React, Angular, Next.js, HTML & CSS, Bootstrap, Tailwind CSS, AWS, Docker, Kubernetes, Git, DevOps, Terraform, Terragrunt, Grafana, InfluxDB, CI/CD, Prometheus, Harness, GitHub Actions, BitBucket Pipelines; Splunk Log & Observability, Informatica, Control-M, Autosys; APIs, Relational Databases, OOP, Pair Programming, Agile, SAFe, Scrum Master, Splunk, Observability, AppDynamics, APM, SRM

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## WORK EXPERIENCE

### Site Reliability Engineer & Scrum Master

December 2022 - Current

**intelliflo** - Remote

I support the platform and global infrastructure for intelliflo's SaaS offering. Scrum Master for the US CloudOperations Team.

- Designed and implemented Site Reliability Management for SaaS microservices and infrastructure/platform resources
- Refactored and modularized terraform code to provision MS SQL infrastructure (AD, VPC, Nodes, SSM/task hosts, etc.)
- Developed (Powershell) SSM documents and AWS Step Functions (Python) to automate SQL Server provisioning tasks
- Developed housekeeping/clean-up scripts to integrate harness.io (CI/CD) with Terraform Cloud (IaC) resources / workspaces

### Principal Architect

November 2019 - October 2022

**Invesco** - Houston, TX

As a member of the Stability organization under Infrastructure, I proactively identified and remediated technology "hot spots" before they escalated into production issues. My efforts contributed to saving hundreds of human hours of effort across technology and business functions.

- As a member of the SRE Team I engaged in 4th level triage and troubleshooting, across all applications and infrastructure during Major Incident and swat calls, driving for service recovery and issue resolution, reducing MTTR.
- Developed a modern web app (TypeScript React / Next.js, GraphQL, Postgres, Tailwind CSS on AWS EKS) to provide the business and application support teams critical insights into the firm's nightly batch processing.
- Primary SME for Invesco's Splunk Observability capability. Onboarded development teams to APM, RUM, and Infrastructure Monitoring services, established firm-wide standards and best practices, and championed observability to global development teams through demos and hands-on workshops.
- Primary SME for Invesco's AppDynamics capability. I was responsible for onboarding teams to this service, and ultimately decommissioned all processes, and infrastructure associated with AppD.
- Proactively identified and remediated over 300 frequently failing jobs in Invesco's overnight batch.
- Active participant and contributor to focus groups, including: Digital Assets (crypto), Python and DevSecOps

### Team Lead

March 2015 - November 2019

**Invesco** - Houston, TX

As a member of the Investment Services Application organization, under Application Engineering, I managed all aspects of the application lifecycle for Back Office applications whose effort was 120 hours or less. This team was also responsible for the production support, application enhancements, and disaster recovery strategy for these business critical applications.

- Lead and prioritize the Application Support and Enhancement team's daily workload.
- Manage and own the Problem Management Process. Oversee BR tests and results.

- Increase production stability of mission critical applications through tighter controls and reporting.
- Designed Grafana reporting/dashboards and time series database schema (InfluxDB) to store and alert on SLIs. (SQL Server recovery time, "trade nugget" throughput, active users per hour, etc..)
- Developed multi-view, self-service dashboards, to help senior management gain insights into key deliverables, and SLAs, both internal and external to Invesco. (Linux, Perl, MySQL, Bootstrap, Autosys, Oracle)
- Met weekly with the business to prioritize and report on application enhancements.

## **Automation Engineer, VP**

January 2014 - March 2015

**JPMorgan Chase**, Investment Bank - Houston, TX

Responsible for the design and development of frameworks and tools to automate the production management and application support roles.

- Front-end Development - Developed an online front-end to complement functionality exposed in CLI tools using Groovy / Grails / jQuery / highcharts.
- Mule ESB - Developed mule apps, "interfaces" within a service bus to connect disparate systems and facilitate message routing and data transformation between tools. Developed a set of best practices to be adhered to for this project, including version control, REST standards for inbound endpoints, and documentation. (Mule, Java, REST, JSON)
- Dashboards and Data Visualization - Developed web based dashboard to provide real-time updates on automations and health checks in progress. ( Perl / Mojolicious / Bootstrap / Oracle )

## **Sr. Application Service Delivery Lead**

June 2008 - January 2014

**JPMorgan Chase**, Investment Bank - Houston, TX

As the North American Emerging Markets Support Team Lead I was responsible for the production support of trading applications and middleware services in a primarily Linux environment. I was also responsible for managing the DEV and UAT environments.

- Ensured proper management and timely execution of production activities for Emerging Markets Operate/L2 supported Applications which included: GEM Murex, GEM Message Broker, and both the Turkey and Global EMMI Monitor.
- Lead issue investigation and remediation in a complicated production environment. Provided sound technical solutions and recommendations to the application development team and liaises with the vendor (Murex) to maintain a resilient production environment.
- Realized cost savings of \$21,000 annually through the identification and removal of a monthly redundant (1.8TB) backup job running on production servers.
- Analyzed hundreds of users accounts, looking for toxic combinations, prior to onboarding 2 applications into Identity Management tools.
- Migrated admin level application and system accounts into CyberArk Password Vault. Lead process improvement initiatives across the team to automate redundant tasks and increase efficiency in day-to-day operations. Developed scripts myself and coordinated the development efforts of the team as a whole.
- Developed a utility to automatically resend trades in error status to downstream systems. ( Perl DBI / Solaris / Sybase) This tool realized an ongoing savings of 20+ FTE hours a week across L1 and L2 teams.

## **Online Application Developer**

September 2006 - June 2008

The Houston Chronicle - Houston, TX

As an Application developer in the online advertising department I designed and maintained critical, large-scale applications that serviced millions of users. I leveraged knowledge of the Linux and Unix operating systems to develop, monitor, and refactor applications and processes vital to the revenue generation in the online department. Recent projects include:

- Developed a suite of internal API's using Perl to manage the release and integration of Yahoo! Context Match and Web Search products across the Chronicle's website. (Debian Linux, Perl)
- Developed a role-based web application (Linux, PHP, MySQL) responsible for managing interdepartmental workflow of advertising copy and artwork, from conception to scheduling. This application increased workflow efficiencies and provided the ad sales teams with a platform robust and flexible enough to offer new and innovative advertising solutions through.
- Created frameworks responsible for sending and receiving thousands of classified ads to various vendors on a weekly basis. (Perl, Sybase)
- Re-factoring and re-release internal and external web-based applications written in dynamic languages such as Perl and Ruby/Rails, following the MVC pattern.

## **Web Developer & Designer**

August 2003 - September 2006

Harris County Public Library - Houston, TX

I was the designer, developer, and maintainer of database-driven, dynamic web applications servicing both internal and external customers for HCPL. I lead efforts, from conception to implementation on several web-based applications designed to enhance or replace manual tasks and processes better suited for the web. Past achievements include:

- Designed and maintained an LDAP directory on top of OpenLDAP on Redhat ES Linux, with the user experience implemented in Ruby on Rails.
- Designed and maintained several Library administration portals for internal use, complete with role based access control and authentication. Specific modules of the web portal were designed in Perl, PHP, Ruby, and MySQL.
- Built web services on top of internal and 3rd party API's to manage data ranging from patron feedback and content submissions to aggregating XML feeds and re-syndicating in the form of website content, email notices, and RSS/Atom feeds.
- Evolved the Library website into a standards compliant XHTML and CSS site with an emphasis on semantic markup, usability, accessibility, SEO, and patron participation.
- Authored several Perl scripts to automate once manual tasks done by myself and other departments.

## **Website Operations and Quality Assurance Engineer**

February 2000 to August 2003

Compaq/HP - Houston, TX

While on contract at Hewlett-Packard (and Compaq before the merger) I managed several projects and organizational initiatives related to the company's global web presence.

- Troubleshoot and resolve content replication issues between the development, staging, and production environments for Compaq sites around the world.
- Developed, Implemented, and championed the adoption of a version control and role-based access system for Compaq's SMB (Small and Medium Business) website using Visual Source Safe.
- Worked closely with Public Relations, Product Managers, and organizational heads to map out functional and strategic plans to release content to the website.
- Developed applications to automate tasks including the scheduled release of content to production environments, analyzing and validating content integrity, monitoring network and server outages, and transforming raw data to production-ready web pages using Perl.

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## **EDUCATION**

### **BBA in Computer Information Systems**

University of Houston Downtown 2004 - 2007

### **Fintech Bootcamp - Python, Blockchain, AI/ML**

Rice University 2020

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## **CERTIFICATIONS**

### **SAFe® 6 Scrum Master**

Issued by Scaled Agile Inc, December 2023

### **Certificate in Blockchain and Digital Assets**

Issued by DACFP in 2021

### **ITIL v3 Foundations**

Issued by Axelos (?) in 2013

### **Scrum Master**

Issued by Scrum Alliance in December 2013