

Brittany Nicole Woods

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SUMMARY

Accomplished engineering leader with 10+ years of experience in DevOps and Platform Engineering specializing in the financial and retail sectors. Proven track record of driving transformation, implementing scalable technologies, and delivering impactful results, some of which have included: reducing bug escape rates by over 78% YoY and cutting software build times by more than 83%. Passionate about mentoring the next generation of engineers, driving developer experience initiatives for better ability to create lasting impacts through software, and championing DevOps and Platform Engineering practices on a global scale.

EDUCATION

MSU (Springfield, MO)
Information Technology
2008-2012/2020-2022
Degree: Bachelor of Science

Georgetown University
Technology Management
Estimated Completion May 2025
Degree: Masters

PROFESSIONAL DEVELOPMENT

Central Exchange
Emerging Leaders Cohort
2023
Certificate Obtained

Ouellette & Associates Consulting
Technology & Leadership
Experience for Women
2022
Certificate Obtained

ITIL Foundations v4 Certified
2013
Certificate Obtained

CITIZENSHIP

United States of America

PROFESSIONAL EXPERIENCE

H&R Block Dublin, Ireland Associate Engineering Director 2024 - Present

- Act as a managing director for the Ireland Office, overseeing standard country operations including responsibilities in: budgeting, strategic and resource planning, vendor management, and contract management.
- Serve as a Director on the Global Technology Board for H&R Block while influencing cross-functional technology initiatives and shaping governance and operations strategies at an enterprise scale.
- Manage both a team and office budget exceeding \$4M USD annually, ensuring efficient allocation of resources and cost optimization to achieve organizational goals.
- Act as an Engineering Director responsible for the Data Platform Engineering and Reporting function.
- Develop and execute the strategy and technology roadmap for the Data Platform Engineering function, focusing on automating insights to drive engagement between application development teams, Engineering Services, and Site Reliability Engineering. This includes directing engineering efforts surrounding the platform from development to delivery.
- Empower a high-performing, multi-disciplinary team by mentoring direct (5) and indirect (8) reports, driving collaboration across the United States, Ireland, and India while maintaining a focus on professional growth and development for the engineers.

Manager - Data Platform Engineering 2024 - 2024

- Led a team of 5 engineers responsible for the quality of client facing applications across our tax product and financial services software. This included leading them through a changing job function focused on transitioning to data engineering and data automation.
- Drove development of CQL based reports highlighting development team initiative health, software quality and delivery metrics, and organizational standards.
- Acted as a key stakeholder and member of the leadership team associated with implementing an Internal Developer Platform.
- Performed code reviews and pipeline analysis for various software development teams to ensure quality and delivery consistency.
- Designed the Governance Data Platform vision which includes optimization of an existing data lake, standardization of data, and rebuilding the data visualization front-end coupled with integration development into our Internal Developer Platform.
- Mentored other people leaders and directors on setting technological direction and executing against organizational goals.
- Collaborated with product leaders on priorities and product quality to help guide OKR development.
- Resumed leadership role for BlockBits, an internal engineering lightning talk forum I previously founded.

The LEGO Group London, United Kingdom Senior Engineering Manager 2023 - 2024

- Acted as the Senior Engineering Manager for the DevOps Platform and Site Reliability Engineering team Shopper Apps Foundation.
- We were responsible for the foundations of LEGO.com which included: CI/CD (GitHub Actions), AWS management, Terraform, CDN Management (Akamai), Observability & Application performance monitoring (Elastic, New Relic), Incident Management (PagerDuty), plugins into Backstage, and Developer Experience tooling built in Typescript that supported an org of more than 150 engineers.
- We were also responsible for monthly and event based launch preparation which included looking after the scalability and reliability of LEGO.com e-commerce experiences built in React.
- Participated in a matrix style organization where I mentored and coached a team of 7 engineers and an additional 5 engineers as direct reports.
- Collaborated with Product to drive team priorities based on the strategic priorities of Shopper Technology and the overall business.

SPEAKING HISTORY

ChefConf

Session: Herding Cats

Chef LIVE!

Keynote 2019

Women in Tech Panel

Session: Use Data You Must

Keynote 2021

Session: Unofficially Official

Config Management Isn't Dead

Chef: Into the Dataverse

The Three Little Pigs of DevOps

Chef Roadshow London 2024

Chef Roadshow Texas 2024

Podcasts

Observe McObservface

Page it to the Limit

The New Stack Makers: Chef

InfoQ Engineering Culture

DevOps Conferences

DevOpsDays Texas

swampUP 2022 Session

DevOps Cloud Days 2022

DevOpsCon Munich Keynote
2024

DevOpsCon Munich: DevOps
Unleashed

Panels

ShuttleOps DevOps AMA

SRE for Womens History Month

Communities of Practice Panel

Female.js Panel

DevOpsLive London Panel

Developer Conferences

KCDC: Devops Unleashed Session

QCon London 2024

Webinars and Live Training

O'Reilly: Implementing Chef

DevOps.com: DevOps Success

Integrating Chef with ServiceNow

Upcoming

TechShow London 2025

PUBLICATIONS

Title: "97 Things Every Cloud
Engineer Should Know"

Publisher: O'Reilly Media

Release Date: December 28, 2020

Partnered with product to define quarterly OKRs for the team.

Aided in development of the LEGO.com Platform and DevOps strategy, reimagining the work of the Houston squad to better act as a Platform team.

Coordinated and delivered findings for pen testing of LEGO.com to ensure new features met security requirements.

Partnered with Principal Engineers in leveraging our SecureCodeWarrior environment to ensure quality and security standards were consistently met.

Led all Black Friday/Cyber Monday and Insiders Weekend application readiness campaigns to ensure appropriate service availability and scale.

Completed code reviews for various platform development items in a monorepo shared across platform and shopper technology.

H&R Block

Columbia, Missouri, USA

Manager - Server Automation & SRE 2021 - 2023

Built the Site Reliability Engineering and Configuration Management strategy for the business as new programs.

Led a team of Site Reliability Engineers to build partnerships with application teams and product to drive reliability and efficiency in management of Azure cloud resources through increased automation, definition of SLA/SLI/SLOs, and implementation of observability.

Led a team of DevOps engineers responsible for Configuration as Code and other Developer Experience and Automation platforms.

Oversaw scaling activities within a cloud environment where we had more than \$2M USD monthly in spend.

Coached and mentored 23 engineers spanning multiple time-zones and three countries (United States, Ireland, and India).

Developed and delivered on team technology roadmaps and OKRs for the SRE and Server Automation teams.

Built the Server Automation team, giving legacy operations teams new purpose in driving organizational automation as DevOps Engineers.

Strategized with other leaders through the VP level on our DevOps initiatives and Digital Transformation.

Responsible for multiple platforms and projects promoting automation across the organization including: Configuration Management Implementation, Shared Build Pool, VM Image and Container Image Management, and Compliance as Code. These were built as a service, using a product approach, to provide them as service offerings to the larger business.

Acted as a passionate internal advocate for DevOps and organizational cultural change.

Completed code reviews across our infrastructure code base.

Founded the internal monthly occurring lightning talk series BlockBits which provided engineers a forum to share solutions or technology. This frequently saw audiences of more than 300 engineers.

Lead Cloud Automation Engineer

2020 - 2021

Led a team of 20 matrixed engineers to implement configuration management using Chef.

Developed a multi-year config management and cloud automation roadmap and communicated progress to the senior leadership team.

Architected and built the Chef environment and pipelines using Terraform Enterprise and Azure Pipelines.

Worked with other engineering managers to coordinate efforts of the shared global resources working on the configuration management project.

Developed the business case for a Server Automation team and communicated that up through the executive team.

Created the framework to support an inner source structure for development on our configuration management platform allowing us to meet the unique needs of our users and deliver features faster.

Mentored and taught various groups of engineers the Chef DSL, based in Ruby, to successfully develop new resources.

Conducted code reviews and approved pull requests to ensure development standards were met and code was appropriate for release.

TOOLS

AWS\Azure\Chef\Terraform\
JFrog\Docker\Kubernetes\Apptio\
Pagerduty\Jenkins\ServiceNow\
Github\NewRelic\Linux\Windows\
Bash\Powershell\Ruby\HTML\
Javascript\CSS\

SKILLS

People & Thought Leadership
IT & Digital Strategy
DevOps
Cloud Automation
Digital Transformation
Communication
Public Speaking
Service Delivery
Mentorship

PROJECTS & HACKATHONS

Year: 2024

Participated in the 2024 Camp OpenIT Hackathon at H&R Block. My team developed a solution that integrated liveness detection into our DIY tax filing software login to help prevent fraud. This was implemented using the Azure AI Vision SDK.

Year: 2019

Participated in the Q4 HACK CARFAX Hackathon. Our group developed a bot using AWS API Gateway, Lambda, and SQS to interact with Control-M allowing users to see job status and take actions against jobs using Slack. This project won Best Productivity Boost.

AWARDS

Awesome Chef Award
Issued By: Progress Software

CARFAX

Automation Engineer

Columbia, Missouri, USA

2016 - 2020

- Acted as team lead for the Service Automation team, responsible for providing automation solutions as a service to internal development teams both on-prem and in the cloud.
- Advocated and implemented industry best practices surrounding Infrastructure Automation, DevOps, Digital Transformation, and AWS while evangelizing automation throughout the business.
- Developed yearly roadmaps for the configuration management environment to map new features to be released.
- Architected automation solutions using various tools in AWS.
- Acted as a lead Cloud DevOps Engineer as an original member of the Cloud Center of Excellence.
- Architected several integration points into the ServiceNow platform from other tools across the business which leveraged a combination of scripting languages including JavaScript, powershell, and bash.
- Provided solutions related to cloud migration and cloud automation.
- Architected various CI/CD solutions leveraging Jenkins, AWS CodeBuild, and AWS CodeDeploy.
- Created integrations with JFrog Artifactory and X-Ray to support our container and artifact storage needs as we migrated to container based workloads.
- Developed a service discovery solution along with a k/v based queuing mechanism using Consul which was then deployed using our config management technology.
- Aided in the deployment of a production Kubernetes cluster to run our customer facing applications.
- Built, owned, and maintained the configuration management environment which included ownership of the tool, the vendor relationship, the internal infrastructure, and the platform for the organization.

Chef Software

Columbia, Missouri, USA

Customer Architect

2018 - 2018

- Acted as a technical resource and architect for several large companies that were part of the Customer Success program. This included companies such as AT&T, Petco, and The Bill and Melinda Gates Foundation.
- Developed the architectural review process to ensure customers only had to outline their architecture to their success team a single time.

Jack Henry & Associates Springfield, Missouri, USA

System Administrator

2014 - 2016

- Administered 10,000+ Windows and Linux systems through various stages of the server life-cycle.
- Acted as a point of contact and subject matter expert for all things related to Chef.
- Worked across multiple business units to provide solutions for Windows end of life migrations and decommissions.
- Assisted with the creation of process and policy documents regarding agent compliance in a corporate IT environment.
- Developed a new tracking system for internal processes including server decommissions.
- Maintained compliance in both SCCM and McAfee on 10,000+ servers in multiple environments.

Technical Support Representative

2013 - 2014

- Held various responsibilities from monitoring/alerting to case triage across an environment of 10,000+ servers.
- Developed and reported on multiple KPIs both across the business and to executive leadership.
- Developed the SOC Reference Guide for New Employee on-boarding.
- Standardized the patch monitoring process and worked closely with the SCCM team to create reporting to meet business needs.