

## Contact

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(Portfolio)

## Top Skills

Solution Architecture  
MLOps  
Terraform

## Languages

English (Native or Bilingual)  
French (Native or Bilingual)  
Spanish (Limited Working)

## Certifications

AWS Partner: Cloud Economics  
Accreditation  
AWS Cloud Quest: Cloud  
Practitioner  
Brainbench Certified Internet  
Professional - BCIP  
Offensive Security Certified  
Professional - OSCP

## Publications

AWStats Enterprise Manager  
SecurityOnion

# Shaun Prince

Cloud Solutions Architect  
Vancouver, British Columbia, Canada

## Summary

Leveraging a lifelong passion for technology, I have cultivated extensive expertise in software engineering, information technology, and customer-focused technical support. My journey began in 2005 when I founded a company specializing in hosted software solutions, driven by my dedication to service reliability and scalability amidst the rapid growth of SaaS.

My solid foundation in Linux administration, web design, hosting, and network administration enabled me to excel in the field of virtual private servers. By implementing platforms such as vCenter/vSphere, Hyper-V, and Citrix XEN on Dell and HP servers with Cisco networking, I transitioned into the role of an infrastructure architect.

As a DevOps enthusiast, I have consistently brought passion, creativity, and innovation to infrastructure and engineering teams, tackling complex challenges head-on. While much of my career has centered on designing, implementing, and supporting hosted infrastructure, I shifted my focus to public cloud in 2013. Since then, I have delivered service-oriented architecture, migration and disaster recovery strategies, end-to-end code deployment pipelines, and industry-compliant solutions using Amazon Web Services, Google GCP, and Microsoft Azure.

Presently, I specialize in creating fully automated software release and deployment pipelines for engineering teams, utilizing continuous integration tools such as CircleCI, TravisCI, and CodeShip, along with BASH/Python scripting. My expertise in automation and configuration management tools like SpringConfig, Ansible, Chef, Puppet, Jenkins, and Hashicorp Terraform + Vault allows me to develop repeatable and scalable processes for rolling out entire Dev/QA/Staging and Production environments within minutes, often achieving cloud-agnostic results.

# Experience

## OpenBet

Cloud Solutions Architect, Principal

June 2023 - Present (1 year 3 months)

Vancouver, British Columbia, Canada

25 years of sports betting entertainment and a passion for innovation - that's how OpenBet has become the global partner of choice. At scale. At speed. At every great sports event.

I have been working across many distributed teams, with the goal of filling in gaps and achieving alignment through architecture, templates and documentation. Most recently, I helped facilitate a lift-and-shift migration to AWS using Terraform, Jenkins, Python and Groovy. The apps that I am supporting are predominantly written in Java and orchestrated with Maven. Most of the Java apps are using Spring Boot, and I have been developing pipelines to deploy these apps onto AWS EC2, ECS and EKS using Docker and Amazon Corretto Linux.

One of the projects has enabled me to architect and deploy a robust Kafka cluster using AWS MSK, and Docker with dynamic Route53 connecting hybrid apps hosted across multiple locations.

Most recently I have been working to build out an AWS Cognito / API Gateway and Lambda solution for geolocation, alongside a large team of very talented software developers.

## SolidRusT Networks

Artificial Intelligence Engineer

February 2005 - Present (19 years 7 months)

Vancouver, British Columbia, Canada

As a self-employed consultant, I've built a dynamic software services incubator and a hybrid-cloud lab for learning, training, and experimentation. I have played a pivotal role in founding and growing multiple tech companies:

1. Technical Fusion Canada (2005-2013): Delivered IT Operations, Datacenter Operations, and Systems/Network Infrastructure engineering and administration. Served as the final escalation point for infrastructure-related issues.

2. TriNimbus (2015-2018): Co-founded Canada's top cloud solutions consultancy, expanded operations to Vancouver, BC, and achieved AWS Premier Partner status. TriNimbus was later acquired by Rackspace, now owned by Onica.

Current technologies in our solutions include:

- Terraform AWS hosting platform with PostgreSQL, MySQL, Redis, and s3 data storage
- Kubernetes stack managed by ArgoCD and Helm
- Python Flask, SQLAlchemy within Gunicorn, deployed via Docker on Kubernetes and Jenkins
- BASH and Python frameworks for managing community-maintained game server plugins and add-ons
- Custom C# game UI plugins and add-ons, managed on GitHub and auto-deployed to production after passing rigorous test suites.

### Xerris, an Accolite Digital Company

Senior Cloud Architect

July 2022 - May 2023 (11 months)

Vancouver, British Columbia, Canada

Xerris, is a technology leader specializing in digital transformation through microservice development, frontend development, cloud migration, and DevOps.

As an AWS Advanced Partner, Microsoft Gold Partner, and Google Cloud Expert, we work with our clients to craft innovative cloud focused solutions to complex business problems. Our team of 100+ technology problem solvers is located across North America, and each member is an established expert with years (and in some instances decades) of experience in their respective fields.

We've delivered technology-focused solutions for agricultural, banking, energy, and e-commerce companies throughout the world.

### REEF

Development Operations Engineer / Product Owner, Machine Learning Platform

April 2021 - May 2022 (1 year 2 months)

Vancouver, British Columbia, Canada

REEF is such an amazing company with carefully curated teams of extremely talented people. In order to productionalize efforts in a timely and efficient

manner without causing future technical debts, we design our workflows with an "Automation-First" approach.

Some of the responsibilities I have at REEF would include:

- Product Owner for the Machine Learning Operations platform, using Apache Airflow & Spark, MLflow and AWS Sagemaker Jobs.
- Created and managing an AWS EKS cluster using Hashicorp Terraform, Helm, ArgoCD, Jenkins and Docker.
- Working with several internal teams to curate and ingest 3rd party API data, into our own hosted platforms, using Agile methodologies with Atlassian Jira, BitBucket and Confluence.
- Providing visual data model performance insights, predictions and forecasts using Grafana.
- Managing CI/CD pipelines for testing and releasing micro-front end architecture to Kubernetes, using Hashicorp Vault, Spring Config, Sonarqube, Dependency Track and Jenkins.
- Creating, automating and maintaining end-to-end infrastructure as code solutions, using BitBucket, Jenkins and JIRA.

### Cognizant Softvision

Senior DevOps Engineer, Project Lead (contract)

March 2020 - April 2021 (1 year 2 months)

Vancouver, Canada Area

Working with world-class, distributed DevOps teams, specializing in Data Science, Analytics and A.I. where I architect, implement and manage machine learning application environments.

Companies I worked for:

- Levi Strauss & Co.

Current projects involve the following tools, services, methodologies and technology:

- Agile use of Terraform AWS / Git / Jenkins with Jira, Confluence and GitHub
- AWS Sagemaker, Glue, Redis, Athena, RedShift, Aurora and any other data-related service
- Created AWS Batch / Fargate scheduled task platform, for project onboarding into CI/CD
- Deep Learning / Machine Learning / Neural Networks using Batch, EMR and Nvidia GPU

- Python projects utilizing: pytorch, lightgbm, numpy, pandas, psycopg2, tensorflow
- nvidia-docker sandbox environment, with AWS Batch and StepFunctions build target
- All projects from concept to production deployment within an enterprise environment
- fully automated build and release workflow using Terraform, Jenkins and Kubernetes.

## TuGo Insurance

Senior DevOps Engineer, Principal Architect (contract)

September 2019 - December 2019 (4 months)

Richmond, BC

Primarily rooted in Java, and hosted on AWS, we operate, develop and continuously improve upon a rock solid Tomcat/JBoss/Oracle microservice architecture.

My role involves establishing and improving upon a Continuous Integration, and Continuous Deployment workflow, within a one week Agile sprint cadence. Fundamental technologies used in the solution are Docker / Terraform / Ansible with Jenkins on AWS ECS (Fargate and EC2), using Gradle, SpringBoot and Compose.

- Production solution is monitored with NewRelic, SumoLogic, CloudChekr and CloudHealth.
- Non-prod env are monitored with a prometheus / cadvisor solution with Graphana on Kubernetes.
- Pipeline was triggered via BitBucket, and used gradle+docker in Jenkins for both CI and CD.
- Infrastructure as code is written in Terraform, with a temporary dependence on Ansible (legacy), that utilizes remote-state and state-locking with AWS Dynamo DB, as well as a modular approach to multi-environment configuration on Kubernetes.

## Lendesk

Senior DevOps Engineer (contract)

February 2019 - August 2019 (7 months)

Vancouver, Canada Area

Primarily written in Ruby, Lendesk has employed various technologies across several independent stacks that compliment and support each other. I was

responsible for architecting an infrastructure as code solution (IaC) to manage the AWS environment through a standard software developer build and release cadence, and improving the workflow over each iteration upon sprint completion.

Some other technologies we used:

- Dockerized backend Ruby API on AWS with a sprinkle of Python, Golang, TypeScript and, of course, my friend BASH.
- The independent React.js front-end lends itself to a highly-talented team of UX designers, and is hosted by Amazon CloudFront on S3.
- Environments are created and managed entirely through code, using TerraForm, Git, CodeShip CI, and Kubernetes with code coverage provided by CodeClimate.

## Cloudreach

Core Operations Engineering Lead (contract)

June 2018 - January 2019 (8 months)

Vancouver, Canada Area

Leading a wonderful team of engineers, working towards automating operational processes, and scaling our work efforts to manage customer demand.

We are working predominantly with Python, Chef, GitHub and CircleCI, using tools like Splunk, DataDog and PagerDuty within an Atlassian Jira / Confluence and ServiceNow operational environment.

We are developing the automation strategy and tooling around various standard changes, including customer onboarding / offboarding of AWS, GCP and Azure environments.

- Provide technical mentorship to Interns, Analysts and Engineers within CoreOps to prepare them for supporting customer environments.
- Act as a final point of escalation for all issues of a technical nature.
- Contribute to the business processes through collaboration with other leads and leaders, to solidify an action plans and commit to a timelines.
- Create a culture where all internal changes as well as changes to customer environments are made through code, carefully reviewed, approved and merged once approved. This process uses ITIL and is loosely following the GitFlow method.

- Collaborated with different parts of the business to build tools, create supporting documentation, and host training sessions.
- Hold regular knowledge shares and workshops for the engineering teams to get familiar with the new tools and provide an opportunity for leadership to solicit for additional contributors.
- Once we acquired Relus Cloud Operations, we were ready to begin onboarding their customer base into the Cloudreach Core Operations team.
- Infrastructure as Code (IaC) was just the tip of the iceberg, we strive to automate everything.
- Some Docker stuff

## Onica

Lead DevOps Engineer / Solutions Architect

July 2015 - May 2018 (2 years 11 months)

Vancouver, Canada Area

Formerly TriNimbus, Onica is a leading Cloud Consulting Partner that is heavily staffed with seasoned solutions architects and devops engineers who have extensive experience and expertise in AWS, Azure and GCP.

The core business is focused around CI/CD pipelines and DevOps philosophies. As we expand into the public and private sectors, there has been an overwhelming demand to migrate existing workloads into cloud-based solutions.

Tooling combinations that I use daily:

- Ansible and Jenkins w/git and Artifactory
- Puppet or Chef w/git and Artifactory
- Raw YAML / JSON CloudFormation with BASH and Python
- AWS CloudFormation w/Terraform or custom written tools using Python and BASH

While being presented with new and exciting opportunities everyday, our teams work autonomously with customers to discover requirements and implement solutions. After significant milestones are reached, we internally share the learnings using a daily "lunch 'n learn" platform. This has also provided for great presentation examples and experience.

Some of the technology highlights from my role here:

- Leveraging AWS microservices in order to move away from EC2 instances
- Designing solutions using Docker and Kubernetes

- Migrating multiple production workloads from VMware into AWS, using blue/green and other various methods.
- Establishing CI/CD pipelines using Ansible, Jenkins, Puppet and Chef
- Creating workarounds, fixes and other temporary solutions using Python, BASH and Java

Full case studies available include:

- PointClickCare
- BC Hydro
- Vancouver Airport Authority (YVR)
- Smrt English
- Safe Software
- Buyatab

### Vivonet / Infor

#### Senior Infrastructure Developer

December 2013 - July 2015 (1 year 8 months)

Vancouver, Canada Area

Facilitated the migration and integration of Vivonet's SaaS platform into Amazon Web Services (AWS).

- Amazon (AWS) EC2 / VPC / RDS / Route53 and S3

Initially implemented, maintained and secured the following technologies prior to migration:

- Citrix XenServer on CentOS
- Cloudera CDH/EDH
- HDFS (Hadoop) with HBASE / Hive and Impala
- Oracle Databases (9/10 enterprise)
- MSSQL Database (and MySQL / PostgreSQL)
- Sun (Oracle) Storage NAS
- Dell PowerEdge / HP ProLiant servers
- VMWare ESX 4 and 5
- Juniper SRX Networks
- Cisco ISR core couter
- Cisco ASA 5500 series

Established a CI/CD pipeline using Puppet and Jenkins.



Initially implemented BASH and PL/SQL solutions with Cacti and Nagios for realtime and historical monitoring of application performance on AWS. Eventually migrated into NewRelic and CloudWach.

## Absolute Software

Senior Infrastructure Architect

March 2012 - October 2013 (1 year 8 months)

Vancouver, Canada Area

Was responsible for all internal-facing systems and infrastructure, which was primarily composed of Dell servers, and Cisco firewalls and routers.

Implemented Maintained and Secured the following technologies:

- Cisco ASA 5500 series with SSM and multi-context config for each ISP
- Cisco ISR router
- Dell PowerConnect 6000/5000 series stacked switches
- VMware ESX 5
- Hyper-V 2012 using SCVMM
- Dell PowerEdge R600 series Heads with Dell MD1200 series DAS
- Dell PowerConnect 5000 series switches, stacked with LACP links to everything
- RedHat and Ubuntu Linux
- MongoDB and Apache Hadoop/HDFS
- OpenSIPS and OpenSER/Kamailio

Established and Monitored VPN and MPLS connections between all offices and the HQ

Also led a small team of IT and network engineers for about a year, during some internal restructuring. Worked on several proof of concept solutions:

- OpenSIPS / OpenSER / Kamailio VoIP solution for Computrace iPhone app.
- Cloudera HDFS cluster for monetizing customer usage data
- WebEx replacement for sales and technical staff

Provided initial puppet automation to the engineering teams, which is now their standard.

## BCLC

Senior Technical Analyst / Information Security Analyst

August 2009 - February 2012 (2 years 7 months)

Kamloops, Canada Area

Was part of the team that launched playnow.com - The first legal online casino in Canada.

Implemented, Maintained and Secured the following technologies:

- Cisco 6500 series core networks
- Cisco ACE 4700 series load balancing
- Cisco ASA 5500 series with SSM
- IBM Proventia
- Cisco Nexus 1000 and 5000 series backend to VMWare ESX
- Private BGP Peering with Prolexic using Cisco
- Many HP C7000 Series Blades with ProLiant servers
- Large VMWare vSphere cluster for all of the dev/qa/staging and production environments
- Oracle Databases
- Tripwire, Nessus, Passord Managment
- Tibco ESB throughout the environments
- Apache JBoss and Tomcat
- CFEngine, BASH, Perl, PHP, and MySQL

Also wrote various custom tools for managing and monitoring the environments, using perl/CGI, PHP and BASH.

I hosted technical training and security awareness sessions, was the MC at the annual IT Summit, and was also a member of several internal social committees.

Implemented a CI/CD pipeline using CFEngine and BASH scripting for <https://www.playnow.com>

- Implemented loadbalancers and end-to-end SSL solution for the JBoss application
- Implemented RedHat Clustering for Oracle 9i backend
- Implemented IBM Informix cluster
- Implemented the monitoring and alerting for playnow.com backend components.

Worked closely with QA to understand and pinpoint customer issues within the code and infrastructure.

Worked closely with Dev teams to develop a build pipeline, and established business processes to ensure build integrity.

CommWave Networks, Inc.  
Hosting Solutions Specialist  
March 2006 - April 2009 (3 years 2 months)  
Vancouver, Canada Area

Supported a large and diverse customer base with their hosting and multi-location private LAN connectivity services.

In this role, I would be responsible for complete hosting environments, from the bare-metal machine through to the internet demarcation point, within a managed and co-location service contracts. We would occasionally have to manage the RedHat or Windows Server OS. We primarily used Dell servers, and a combination of Juniper and Cisco networking and security products.

I also automated the deployment and management of Solaris 9 and 10 machines for DNS, RWHOIS and other low-level internet services, using Sun Microsystems hardware.

Some clients that I supported include:

- Lululemon Athletica
- Tim Hortons
- Telus Marketing (Rethink Communications Canada)
- Insurance Corporation of British Columbia (ICBC)
- 7-Eleven
- MoneyMart
- Burger King
- BC Centre for Disease Control (BCCDC)

I wrote, co-wrote and maintained several internal provisioning / troubleshooting and monitoring tools in BASH, Perl and PHP on top of MySQL and Oracle.

Although primarily using RedHat linux on Dell servers, all of our DNS, DHCP, RWHOIS, ect were running on Sun hardware with Solaris. It was through this experience that I discovered a true love for Solaris.

Shaw Communications  
Technical Service Representative II  
June 2003 - March 2006 (2 years 10 months)  
Vancouver, Canada Area

Worked with technical support representatives, to identify and isolate trends that impact the customer's experience. Acted as the final point of escalation for all technical issues related to broadband TV and Internet services.

Led the Motorola DOCSIS broadband internet expansion team, called "Extreme-I", followed by the launch of the first wireless broadband internet in Canada.

Became a true subject matter expert in troubleshooting networks and network-related issues, from both the user and the network administrator's perspectives.

### Radial Engineering

#### Linux Systems Administrator

August 1999 - January 2002 (2 years 6 months)

Port Coquitlam, BC

As an individual contributor, I implemented an end-to-end centralized client-server solution for point of sale, inventory management and accounting. Using RedHat Linux systems, Cisco networking equipment I was able to setup a multi-office MPLS network for point-of-sale, inventory management. and fulfillment.

Also helped to create a physical product catalog of over 10,000 products, then put it online using ColdFusion and Microsoft Access.

In partnership with Silk Systems, Inc. from Port Coquitlam, the final solution was the complete integration of all business services and processes, including marketing components.

### Your City Live Information Services Ltd.

#### Programmer Analyst / Systems Administrator

June 1996 - June 1997 (1 year 1 month)

Port Coquitlam, BC

Developed, hosted and supported operations of several sites written in: HTML. Perl CGI, ColdFusion (Allaire) and Microsoft FrontPage.

Built and maintained several RedHat linux servers, with SQL databases that hosted the various parts of the business.

## Education

### Lovely Professional University

Doctor of Philosophy (Ph.D.), Computer Science, Applied Agile methodologies, Information Systems and Data Architecture · (2009 - 2013)

### Offensive Security Ltd.

OSCP - Offensive Security Certified Professional, Network Security · (2011 - 2012)

### Shawcable University

Telecommunications Engineering · (2004 - 2005)

### Brainbench School of Achievement

BCIP, Computer Systems Networking and Telecommunications · (2000 - 2003)

### Smart Certify

Network and System Administrator - Professional · (2001 - 2002)