Jodan Tran

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https://jodantran.com

Over a decade of experience in administration and support across on-prem to cloud-native services, has driven my passion towards the ability to provide a seamless experience to my stakeholders by focusing on operations, observability and automation. I'm motivated by continuous improvements and development for what is within my focus and responsibilities. I'm a technologist at heart and enjoy troubleshooting and tinkering with new things. I look forward to adding value and contributing as part of a team and vision.

WORK EXPERIENCE

Senior Consultant - Transitions/Operations, MSP
Cognizant (Formally Servian)

Dec 2020 - Current / >3 yrs   Sydney Region

Roles and Responsibilities
- Lead Transition Manager within the Managed Service Practice transitioning the practice squads and delivering operational framework and tooling across DataOps and DevOps engagements. This involves managing the clients and incumbent squad during the period.
- Participate and Deliver Pre-sales activities towards RFP, Tenders and Workshop walkthroughs/presentations with potential clients.
- Perform responsibilities as a Customer Success Manager, managing relationships and ongoing deliverables with a client through leading a team of 5 Squad members

Projects & Achievements
- Responsibilities as Transition Manager have resulted in 9 client transitions within the Managed Service Practise ranging across Superannuation, Retail and Government sectors supporting Data and Web Platform within the cloud.
- Developed and design transitional experience for the practice resulting in:
  - Transition Checklist identifying all key considerations
  - Transition Process outlining milestones, risks and activities towards completion.
  - Operations Framework Template allowing clients with defined SOPs as part of the completion of Transition.

Consultant - Operations, MSP
Servian

Jun 2018 - Dec 2020 / 2 yrs 6 mos   Sydney Region

Roles and Responsibilities
- Influence and participate in the operational direction and efficiency of the Managed Service Practice. (Team of 40+, 5 Squads, 3 Time Zones)
- Develop, design and Influence the Managed Service Operational Framework SOPs towards operations and reflection of the Practice 'Go To Market' strategy.

Projects & Achievements
- Managed the transition of the Managed Service operating model towards a Squad structure to align across the new business approach while enabling the ability to scale, moving away from a layered approach.
- Development and influence of Standard Operating Procedures within the practice, based on ITIL and heavy influence from the SRE framework resulting in a consistent and customised approach for each area of focus within the operational framework, while establishing foundations towards ongoing tooling development and transitions.
- Developed, designed and transitioned in the practise 24/7 Model, leveraging Pagerduty and integrating with the existing ITSM platform (ServiceNow) allowing the business to expand into 24/7 requirements and enhancing the observability experience on both client and squads.
- Development, Design and Influence of the Observability focus within the practice resulting in:
  - Initial development, design and transition of PRTG as an observability tool.
  - Design and Development of ServiceNow Observability Ingestion Gateway
  - Influence and Design of Elasticsearch as replacement observability tool for PRTG
- Development, Design and Influence of additional supporting tooling and integrations
  - Introduced, designed and integrated Slack into the practice and its integrations with tooling in the stack.
  - Contributed to the design and influence of Gitlab

Systems/Support Administrator
Pureprofile

Aug 2016 - May 2018 / 1 yr 10 mos   Sydney CBD

Associate Consultant
Servian

Feb 2016 - Jul 2016 / 7 mos   Sydney Region

Help Desk Analyst
Vittoria Food & Beverage

Nov 2010 - Feb 2016 / 5 yrs 4 mos   Silverwater

IT Help Desk Support
Mortgage House of Australia

Mar 2008 - Oct 2010 / 2 yrs 8 mos   Parramatta CBD

EDUCATION

2022
Bachelor of Science in Information Technology
University of Technology Sydney

2017
Diploma of Information Technology
UTS:Insearch

2006
Higher School Certificate
St Clair High School

TOOLING

- AWS (Administration/Management Focus) — *Advanced*
- GCP (Administration Focus) — *Intermediate*
- Azure (Administration Focus) — *Intermediate*
- ServiceNow (Administration/Management Focus) — *Intermediate*
- Atlassian JIRA/Confluence — *Expert*
- PagerDuty — *Advanced*
- GitLab — *Intermediate*
- Elasticsearch — *Intermediate*
- Datadog — *Intermediate*
- PRTG — *Expert*
- Docker (Administration/Management Focus) — *Advanced*
- Slack (Administration/Integration Focus) — *Expert*
- Google Workspace — *Expert*
- Lastpass and Dashlane — *Expert*
- Fuze — *Advanced*
- Avaya - IP Office, IP Call Contact Centre — *Advanced*
- Nutanix — *Advanced*
- Citrix — *Advanced*
- Ruckus Wireless — *Expert*
- Meraki — *Advanced*
- Ubiquiti Networks — *Advanced*
- SimpleMDM — *Advanced*
- Veeam Backup & Replication — *Advanced*
- VMware - ESX 3 to ESXi 5.5 — *Expert*
- Microsoft Windows, Servers O365 — *Advanced*
- Linux Redhat, Ubuntu and CentOS — *Intermediate*