

Kyle Milnes .com

IT/IS Consulting Guru

Agile Leader & Programmer, IT Architect, Technologist.

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Objectives

- To lead a long, happy and interesting life.
- To seek the best in people and help others succeed.
- Endeavour to be the best at what I do, and to raise the bar and set standards in my field.
- To promote excellence in work culture and ethics.
- To be kind and courteous, and do good things for others, every day.
- To work within successful groups of people and build *cool things*.
- Seek out challenging and exciting global opportunities.
- To *give back* and make meaningful contributions to open source, open projects and The Internet.
- To push boundaries, pull the future towards me, realisation of my imaginings, dreams and goals.

Who, what and why

I am a charismatic entrepreneurial IT executive with a deep rooted passion for technology who fosters environments where people can find purpose, leverage and master their talents, evolve and enjoy what they do.

I strive to evolve too; recently I've been mentoring a talented group of developers and system operators (DevOps) for a payment processing company based in Frankfurt, running the systems and managing the IT team. They push me and I push them and it's a great place to work. It's a very hands-on position and I've learnt new skills and sharpened some existing ones!

In the last decade I have come to specialise in Internet orientated solutions and operations. This has taken me around the world and provided me with fantastic perspective and experience in my field, not only in technology, but importantly culture and ethics too.

I stand behind *human raid* being a crucial ingredient in healthy teams, along with appropriate management of team slack, which in my experience equates to all-round healthy IT in an organisation.

I have generalised in many IT disciplines, spanning today's popular platforms and technology landscapes. I take pride in my expert technical foundation and I take time to keep up to date.

My Rapid Application Development and Deployment (I coin it RADD) approach is continually evolving, which incorporates, patterns, processes, infrastructures, frameworks, toolsets, testing techniques and other valuable learning I have acquired over the years. With this approach I can enable teams and projects to be extremely fast and successful at delivering and reacting to business challenges and demands. My approaches have been strategic in helping the organisations I have worked within; operate with agility and the ability to offer a competitive advantage to their customers.

A good portion of my career has been spent in the development workshop; as an architect building and delivering solutions. However, my social and family network has helped me to retain and tune my soft skills. This gives me an edge, as I am equally comfortable and successful at engaging teams and consulting with stake holders in the boardroom, as I am in the development workshop counting the bits and bytes.

I am loyal and committed to my responsibilities, easy going and respectful of others expertise. I believe my integrity comes through in everything I do.

I have evolved due in part to the many brilliant colleagues I have worked with. I have been mentored by inspirational people. Much credit goes to my early life and support network. I am so grateful for the people and the path behind me and I'm always excited to see where the path will lead next...

Some of my inspirations

My father is one of my heroes, who helped ground me, and provide a world class example of how to be a consummate professional. My mother, for un-grounding me, teaching me to dream big and chase what I want! Her positivity is deeply-rooted in me. My sister is a constant inspiration of integrity and courage.

My wife, a professional psychologist, helps people to help themselves every day, me included! My Son, an invisible unbreakable bond connects us. His company is like unbottling sunshine in the room and he reminds me to always question why something is the way it is, and not be afraid of the answers.

Karl Sagan, Richard Feynman and Jason Silva for opening my mind and giving me goose bumps all the time!

Linus Torvalds, Bill Gates and Steve Jobs for pioneering some of the most amazing technological canvases.

Ronald Jenkees, Richard Branson, Elon Musk, reddit.com, Wikipedia, TED.com, Google.

Skills & Experience

- 15 years of commercial IT/IS experience, expert computer literacy and problem solver.
- 8 years in the payments industry, technical and executive operation of financial web applications, Payment Server Providers and Payment Acquisition Platforms.
- 6 years in the online gaming and gambling industry, including MASON.com and FullTiltPoker.com.
- 15 years of professional programming, platform-diverse, object orientated, portable, testable, and version controlled.
- 10 years in hands on IT team leader / executive roles.
- Internet scale architectures and solutions supporting more than 100k **concurrent** users. I intimately know the challenges and solutions for massive distributed information systems, including programming, protocols, patterns, architecture and automation.
- Rapid Application Development and Deployment (RADD) approach, which includes, patterns, processes, infrastructures, frameworks, toolsets and testing techniques to create and manage delivery pipelines.
- Scalable, resilient, redundant and geo-diverse Internet/Intranet/Extranet web applications utilising CMS and CDN.
- Horizontally scalable, homogeneous, resilient, redundant and geo-diverse infrastructures, to compliment software.
- Enterprise ecommerce, payment processing, payment acquisition, bookings, and accounting architecture. Software, implementation and maintenance. Including web cashiers, payment gateways, and e-accounts supporting scalable growth.
- Building automated and manual release management processes for geo-diverse infrastructures.
- Implementation of security standards, methodologies and patterns, and employing industry standard and hybrid algorithms for client-server and server-server. Awareness of physical security aspects.
- Web methodologies and W3C standards compliance.
- PCI Level 1 DSS practitioner. Delivered 4 PCI Level 1 audits on the customer side.
- Innovative design utilising cutting edge web technologies to bring functionally and apps to the web.
- Expert with LAMP (Linux, Apache, MySQL, PHP) compiling, configuration, maintenance and performance tuning.
- Architecting bespoke knowledge and content management systems (CMS).
- Set up, design and maintenance of data warehousing and data cubes to create business analytics.

Programming skills, platforms, languages and experience:

- Linux Guru (Debian advocate), Apple and Microsoft power user and system admin.
- Fluent in HTML, CSS, jQuery, PHP4/5, AJAX, JSON, BASH, Perl 5, XML, SOAP, SQL.
- Used to be fluent in Ruby & RoR, ASP, VB, ADO, CDO, COM.
- Thorough understanding of .NET architecture with commercial use of C# and ASP.NET.
- Non-commercial experience with Python and Objective-C.
- Full understanding of software cycles, related business roles, and the QA process.
- Test driven and automated development – beta, unit, functional, user and performance testing, continuous integration.
- Bug fixing, scrubbing, tracking. Familiar with productivity tools: Redmine, JIRA, Bugzilla, Mingle and TestTrack Pro.
- CMS: In-depth Drupal 5-7 knowledge and experience, proficient with TYPO3, built and supported bespoke CMS systems.
- CMS: In-depth implementation knowledge and experience of the Symfony framework.
- Competent with current gen Android, Apple, Blackberry handsets, rooting/jail-breaking, and minor app development.
- Source Code Management experience: SVN, Accurev, GIT (including git-flow).
- RDBMS: All versions of MSSQL up to 2008 including replication with Goldengate.
- RDBMS: MariaDB and Galera clusters, MySQL pre Oracle, PostgreSQL <= 8.4
- RDBMS: Recent 3 years with Sybase ASE and Repserver 15.x, multi-site replication and multi-master set ups.
- NoSQL: Memcached, Redis clusters and MongoDB including multi-site sharding for improve application performance.

Leadership and Management

- Pragmatic approach to programming and problem solving.
- Promoter of efficient time management and backlog prioritisation.
- Promoter of proactive and preventative support and maintenance, rather than reactive.
- Training staff to strategically apply VIP concierge style service to win customers trust and appreciation.
- Proficient at team coordination and maintaining well balanced teams.
- Hands on leadership, leading by example. Promoting a passionate and professional approach to work.
- Uncertified Scrum master and Agile advocate, utilising project intelligence tools including Mingle and Redmine.
- Advocate of inter-team/dept. communication, coordination and assistance (Silo busting).
- Team development, personal development, capturing and applying initiatives, celebrating success, retrospectives, learning from mistakes, goal setting, on the job training, knowledge transfer, opening minds to different approaches and

technologies, absorbing feedback and applying it.

- Implementation of project management and ticket systems to track and monitor projects and capture knowledge.

General IS/IT skills:

- Troubleshooting and fixing problems under pressure, especially during “red alerts” in live environments.
- Excellent hardware knowledge and experience of x86 & x64 platforms.
- Unix/Linux systems, iptables (firewalling), netfilter, tc (traffic shaping), bind8/9, Ethernet bonding, kernel configuration and modules, drivers and compilation of optimised/custom kernels, rsync, Cfengine, apache2, apt, cacti, nagios.
- Advocate of securing insecure service ports with stunnels. Reducing clear text sensitive packets in LAN or WAN.
- Enterprise Firewalling and Routing with Cisco, LANCOM and Fortigate appliances.
- Content Delivery Networks (CDN), implementation of existing enterprise offerings (Limelight/Edgecast). Creation of bespoke open source enterprise level solutions. SSL offloading and web application acceleration.
- Creating and following enterprise processes, procedures and best practices including change control, SCM and UAT.
- On demand or scheduled deployment and maintenance of web-properties.
- Linux mail systems postfix, smtpd, spamd, clamav, courier, amavis mysql, ISP style virtual domains et al.
- Microsoft enterprise scale system infrastructure, clustering, active directory etc. all versions of Exchange mail servers.
- NetAdmin: WAN-LAN, VPN, NAS/SAN, DHCP, ARP, DNS, WINS, SSH, SCP, NFS, SSL/TLS, POP, Samba, AFP, PPTP.
- Expert with TCP/IP and UDP protocols. Full understanding of the OSI model.
- Electronic 2D and 3D artwork with Adobe series and JASC series.
- Macromedia Dreamweaver and Flash series current and all previous versions.
- Video authoring, editing and encoding. Adobe Premiere Pro, VirtualDub, FFmpeg, AviSynth etc
- Wireless (including enterprise level meshing) & Satellite (VSAT) communications.
- Experience with software and hardware cryptographic clusters, including HSM's from Thales.
- Load balanced networks and applications utilising F5 BigIP/GTM, Citrix Netscaler, Fortigate appliances.
- Load balanced networks and applications utilising open source solutions pound or IPVS (IP Virtual Server).
- Microsoft expert: DOS, 3.1, 95, 98, NT series, 2000 series, XP, 2003, Vista, Windows 7 & 8.

Employment History

July 2013 – Current

Inatec Payment AG / Inatec Solutions GmbH

Frankfurt, Germany

Group CTO

- Technical management and operation of PSP and Acquiring gateway, multi-million monthly turnover.
- Technical delivery and management of integrations to dozens of PSP's and acquirers with various payment methods, covering VISA & MasterCard brands, AMEX, Discovery, Diners, JCB, CUP, Neteller, Skrill, Giroipay, Sofortüberweisung, Ideal, Wires etc
- Management and refactoring of one million line Perl 5 based payment gateway application.
- Built and nurtured a world class multi-disciplined, multi-cultural DevOps team to meet the IT demands of the organisation.
- Hiring and HR for IT, scouting and filling of 9 positions on a conservative budget, heavily leveraging LinkedIn and business network connections. 14 members in the IT team.
- Introduced agile methods and created the ScrumMaster position which was internally filled after certified training.
- Responsible for IT Budget, vendor selection and management etc
- Introduced rapid weekly release cycle (>50 yearly), everything ready on Friday goes on the following Monday.
- Implementation of DEV -> PRE PROD -> PROD workflow for all changes and projects supported by git-flow and Jenkins. Heavily utilised Debian package management system for consistent delivery across environments.
- DBA: At times full time DBA, full stack from install up to performance tuning. Sybase ASE and Repserver 15.x.
- SysOps: At times full time SysOp, full stack from install to maintenance and monitoring. Homogenous puppet setup.
- NetAdmin: At times management and maintenance of all networking equipment including cooperate and production.
- Rollout of new firewall cluster, migrating from Juniper cluster to Fortigate 100D cluster. No downtime.
- Design and implementation of redundant IPVS (IP Virtual Server) load balancers on dedicated hosts.
- Implementation of Yubikey Two-Factor authentication for all sensitive systems.
- Implementation of self-service domain registrar and utilisation of the UltraDNS network to guarantee DNS reliability.
- Re-architected the production systems to be homogenous horizontal scaling and capable of being multi-site active-active.
- Rebuilt and refreshed EOL hardware production and pre-production systems with massive performance and capacity boosts on a conservative budget. At least double the performance and capacity, and half the space and half the heat.
- Provisioned a reverse proxy style DDoS protection platform with protection up to 100 Gbps attack.
- Delivery of three PCI Level 1 DSS Audits (customer side).

- Refactored and refreshed key areas of the infrastructure and applications, creating reliability and capacity.
- mPOS card present integration to Omnipay (FirstData Group) utilising ISO 8583. Including HSM set up and management.
- Technical delivery and management of card not present integration to Omipay.
- Architected and wrote a RESTful cryptographic cluster to centralise encryption topics and reduce sensitive data scope.
- Introduced project management and ticketing system for tracking of backlogs, and internal and external customer work.
- Technical sales support and presentations, and technical portion of customer boarding to the platform.

April 2000 – Current

Self Employed

Worldwide

IT Consultancy – Freelance – Solution provision and troubleshooting

- Trading as “Global Computing”. IT solution provision and troubleshooting for any size organisation.
- Technical IT consultation and mentoring for start-ups and projects. Implementation of Agile and Rapid development.
- Full lifecycle website and application delivery and maintenance.
- IT support services and facilities management, remote helpdesk, teamviewer.
- Independent IT partner/vendor evaluation and selection.
- Past and present clients: Promar Intl., Cogim S.p.A., Elystan Capital GmbH, Qorvis Communications, GameOn Ltd (GameGrin) and various start-ups.

July 2008 – March 2011

Pocket Kings Ltd

Dublin, Ireland

Web Cashier team lead and architect (Promotion)

- Responsible for web-cashier technical operations and software development, leading a team of 8-10 developers.
- Millions of global customers, over 100,000 concurrent in the production environment.
- Responsible for overall code quality, team HR decisions, team deliverables and production systems.
- Responsible for translating biz requirements into achievable deliverables.
- 2008, completed smooth team migration between two business groups.
- From Q4 2008 to Q2 2009 I helped to team grow from 2 to 8 developers.
- 2009 saw ~50 software releases to production systems from my team including 100's of deliverables and optimisations.
- 2009 I provided on the job training in production systems et al so our team could be on rota 24/7 to response to alerts.
- 2010 improvements in automated testing, in house tools and deployment techniques.
- 2010 software performance and flow analysis, and subsequent initiatives to improve speed and resilience.
- 2011 technical consultation and assistance on the mobile web-cashier project.
- 2011 automated release management system, integrated with SCM portal.

July 2007 – July 2008

Pocket Kings Ltd

Dublin, Ireland

Lead web cashier programmer and web framework architect

- Specialising in development of the web cashier component of [Full Tilt Poker](#).
- Web cashier utilises highly advanced bespoke PHP5 framework, expediting the extension, configuration and maintenance of the cashier application.
- Co-development of above mentioned OOP-PHP5 framework used in the majority of external facing web applications including [fulltiltpoker.com](#).

February 2007 – June 2007

MANSION.com

Spain/Gibraltar

Portal Systems Manager/Architect – MANSION.com (Promotion)

- Co-management of multi-platform enterprise scale web portals .NET/LAMP/J2EE.
- Management of team consisting of web-mastery, CRM and SEO roles.
- Collaborative decision making and architecting of portal architecture for present and future.
- Managing portal technical communications between internal and external customers, suppliers, service providers.
- Providing reporting and analytics of portal systems to internal groups.
- Achieving portal production stability through TEST, UAT, PRODUCTION cycles.
- 2007, joint projects for interim and next generation portal technologies and systems.
- 2007, Implementation of “Web Side Story – Hitbox” web analytics into portals.

Oct 2005 – Jan 2007

MANSION.com

Spain/Gibraltar

Global Webmaster/Architect – MANSION.com

- Co-management of multi-platform platform enterprise scale web portals .NET/PHP.
- Scheduled and non-scheduled content/deployments, improvements and hot-fixes.

- Technical, hands on implementation and maintenance of SEO strategies.
- Website and database performance monitoring and performance improvements.
- Mail server configuration, monitoring and maintenance including mass mail and CRM solutions.
- Maintenance and monitoring of external production systems.
- Log shipping and redirection to centralized repositories for analysis.
- Produced an internal analytics portal for business reports, made possible by the centralised repositories.

February 2000 – 2005

Webmaster – Freelance

- Webmaster for online PC computer gaming industry sites.
- Maintaining high quality content to drive traffic, ad revenue and virtual real estate etc.

June – Sept 2004

Cogim S.p.A.

Iraq/Italy/Jordan

IS/IT Consultancy – Cogim S.p.A – Freelance

- Undertook study of IS/IT infrastructure to document and provide solutions to IS/IT business and communication problems.
- Helped prevent the company overspending large sums, by choosing the right solutions and partners.

May 2003 – May 2004

Scan Computers Intl.

Bolton

Webmaster, Programming, Sys-Admin and Support

- Programming project leader reporting directly to the business owners.
- Assisted in the delivery of feature rich new look and feel website in ASP.NET.
- Sys-Admin of MS portion of network operation centre. Maintenance, analysis and development of DB and web servers.

Nov 1999 - Feb 2000

Delta Comtech Ltd

Macclesfield

Web Designer / Programmer & VISP Administrator

- Administration of VISP (Virtual Internet Service Provider).
- Technical support for customers.

Education

1999 – 2000

Delta Comtech Ltd

Macclesfield

- On-the-job training in hardware, networking, systems implementation, system analysis, Sage and Microsoft systems.

1998 – 1999

South Cheshire College

Crewe

- Advanced GNVQ in Business & Computing.
- Passed Computer Literacy Course – Clait.

1993 – 1998

Sandbach School

Sandbach

- GCSE's in Physics (C), Chemistry (C) and Biology (C), English (C), Maths, Information Technology (B), Physical Education (B), Geography, German, Religious Studies and Food Technology.

Interests

January 2001 – 2011 – CTO

GameOn Networking Ltd & GameGrin.com – Freelance free time interest

- Network, hardware and software consultancy for online gaming industry pioneer GameOn Networking Ltd (GameGrin). Unofficial world record holder for most events hosted (80 and counting).
- Worked on numerous industry projects such as ITV's Game Stars Live where GameOn provided technical oversight and support for LAN portion of the 5 day event with a 100,000+ attendance.
- 2011: Attendance at GamesCom, to keep in touch with customers, and to maintain and develop business relations.

Synopsis: This is a free time interest and unique challenge. My primary roles are to ensure the business is online and coordinate technical operations online and offline. Secondary functions include business development and guidance.

- The Internet, reddit, Longboarding, computing soft/hardware, gaming, rugby, basketball, fast cars, motorbikes and quads.
- Personal studies include Android & iOS development, Objective-C, .NET, Ruby, RoR, C/C++, and Networking Security.

Personal

Name: **Kyle Milnes**

Age: **1982**

Marital Status: **Married**

Sex: **Male**

- Currently living in Fulda, Germany