

# John Ruben Segura

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## SUMMARY

Articulate communicator and strong team player with excellent interpersonal skills; an organized and diligent employee who quickly comprehends and excels at new concepts.

## SKILLS

- Jira
- Jira Service Management
- Confluence
- PowerBI
- Microsoft Excel
- Microsoft Word
- QuickBooks
- TSheets
- Linux

## EDUCATION

Jira Administration, Jira Fundamentals, Confluence Fundamentals | Atlassian University | 2022 - present

History, Education | University of Massachusetts | Dartmouth, MA | 2012 – 2013

Pottery, Glassblowing | Rhode Island School of Design | 2008 - 2011

Accounting, History | Salem State University | Salem, MA | 2007 - 2011

## PROFESSIONAL EXPERIENCE

**Jira Administrator** | Segura Consulting, LLC, Adams, MA | 2022 - present

- Clients:
  - Wall Street Journal, NewsCorp
    - Increased Jira efficiency by reducing custom fields & workflow statuses.
    - Migrated projects from Team managed projects to Company managed projects.
    - Initial evaluation of Instance identifying items for cleanup
    - Coordinated Jira instance cleanup of schemes screens, fields, priorities and statuses.
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  - Grand Circle Travel
    - Assisted in migrating a Freshservices instance to Jira Service Management.
    - Assisted in setup of active directory & assets

- Martingale
    - Assisted in migrating instance of Jira from
    - Documented all workflows in Confluence.
    - Set up and configured Jira cloud instances to meet various client needs. This includes creating and maintaining custom fields, workflows, and schemes, and managing Jira projects.
  - Mitsubishi
    - Integrate Jira with PowerBI using PowerBI Connector.
    - Exported JSM Assets data into PowerBI to provide reports for upper management.
    - Create components, project roles, versions, and permission schemes as required.
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- Extensive use of JQL in creating dashboards, queues, and filters.
  - Manage user accounts and permissions in Jira and Confluence cloud.
  - Implemented user security through the use of groups and project roles.
  - Create and modify Jira workflows, workflow schemes, screens, issue type screen schemes, priority schemes, and permissions to meet client requirements.
  - Create and modify dashboards with gadgets.
  - Create and modify plans.
  - Created confluence documentation for end users.
  - Organized workflows from many individual workflows to a select group of 5 workflows designed with added governance.
  - • Helps organizations meet their business needs through configuration and cleanup of Jira
  - • Creates custom workflows, schemes, and fields that align with clients' desired work processes
  - • Designs dashboards and gadgets that provide greater visibility into project status and progress
  - • Implements effective user management and permission structures to ensure proper information access
  - • Sets up components, project roles, and versions to organize work according to business requirements
  - • Brings valuable business management experience that enhances his technical Jira implementation skills
  - • Experienced in both initial Jira setup and ongoing modifications to adapt to changing client needs
  - • Strong communicator who can translate business requirements into effective Jira configurations
  - • Skilled with complementary tools including Confluence, QuickBooks, and Microsoft Office suite

### **Associate Jira Administrator | Segura Consulting, LLC, Adams, MA 2021-2022**

- Installed and configured Jira server on a Linux environment.
- Installed and configured Jira server on a windows server environment.
- Assisted as needed with Jira and Confluence permissions issues.
- Assisted with basic Jira and Confluence tasks.
- Organize and maintain Confluence spaces and pages documenting Jira and confluence configurations.
- Prepared invoices, reviewed incoming bills, and oversaw miscellaneous bookkeeping duties using Google Docs, Microsoft Word, and Microsoft Excel.
- Manager, Business Services | Segura Consulting, LLC, Dartmouth, MA | 2014 - 2021
- Oversaw Segura Consulting's budgeting and fiscal reporting.
- Utilized TSheets to prepare and send invoices.
- Processed payroll via ADP and oversaw the timely remittance of federal and state taxes.
- Managed all purchasing requirements.
- Efficiently and effectively organized all business documentation.
- Reviewed new contracts for adherence to company requirements and prepared a new client information sheet for each new client.
- Reconciled bank transactions in QuickBooks.
- Prepared weekly reports for our management team.
- Collected and prepared documentation for our CPA who prepares annual tax returns.

### **REFERENCES**

To be provided upon request.