

ATLASSIAN ARCHITECT | JIRA SUBJECT MATTER EXPERT

With over 15 years of Atlassian experience, I engage with stakeholders to understand their requirements and work processes, then provide solutions for agile planning and collaboration using Atlassian and other software to exceed a client's expectations. I provide technical leadership and vision to leverage Atlassian's Jira Cloud or Data Center software and Atlassian marketplace apps.

SIGNATURE STRENGTHS & COMPETENCIES

10+ YEARS OF EXPERIENCE

- Jira (Cloud, Data Center)
- Confluence (Cloud, Data Center)
- Bitbucket
- Bamboo
- Crowd
- Fisheye
- Jira Service Management (formerly Jira Service Desk)
- Jira Misc Workflow Extensions (JMWE)
- Linux OS
- AIX OS
- Agile (SAFe, Scrum, Kanban)
- Shell Scripting

7+ YEARS OF EXPERIENCE

- Crucible
- Trello
- ScriptRunner
- Groovy
- JQL
- PostgreSQL
- Oracle
- MS SQL Server
- Jira Automation
- Structure
- LDAP
- Okta
- Jenkins
- Slack
- Oath, REST APIs

5+ YEARS OF EXPERIENCE

- Assets for Jira
- Power Scripts (SIL)
- Git
- Rich Filters for Jira
- JSU Automation
- EazyBI
- PowerBI +Connector
- Portfolio for Jira
- Advanced Roadmaps
- Custom Fields for Jira
- Enterprise Mail Handler for Jira (JEMH)
- Command line interface for Jira

≤ 5 YEARS OF EXPERIENCE

- Rovo
- Tableau
- Amazon Web Services (AWS)
- Microsoft Planner
- Microsoft InTune
- Jira Scripting Suite Pro

EXECUTIVE EXPERIENCE

Segura Consulting LLC | November 2011 to Present

Atlassian Architect / Jira Expert / Confluence Administrator / Freelance Consultant

- o Implemented Jira software systems for clients with less than 100 user environments on Cloud and Server to high-availability Data Center instances with over 10,000 users.
- o Migrated data to Jira software from other issue-tracking applications such as Bugzilla, DevTrack, Freshservice, Mantis, PA World, Freshworks, Monday, Quality Center, Rally, Request Tracker, ServiceNow, and custom-written applications.
- o Integration of Jira with other software such as PowerBI, BMC Remedy, EazyBI, Salesforce, Monday, Rally, TestRail, Zendesk, Zephyr, Jenkins, Git, Slack, and Zoom and backend systems.
- o Integration of Atlassian tools with Active Directory, Crowd, and similar software for single sign-on (SSO), SSL, SAML and Oauth and REST APIs with 3rd party apps with all Atlassian software.
- o Effectively and efficiently led teams in migrating and merging Atlassian instances from Server to Data Center and Cloud, from Cloud to Data Center, from Data Center to Server and Cloud, and from third-party applications to Jira.

Atlassian Architect

06/2025 – present

Grand Circle Travel, remote

Reason for Hire: Migration from FreshWorks to Jira Service Management (JSM) and Confluence. Integrate Jira with Share Point, Intune, and Dynatrace. Create separate dashboards for users and managers.

- o Successfully migrated data from Freshworks to new Atlassian Cloud instances of Jira Service Management, Assets, and Confluence with zero down time and no errors.
- o Integration from JSM Asset manager to Intune.
- o Knowledge base configuration in either Confluence or Share Point.
- o Jira Service Management Assets configuration for CMDB and asset tracking.
- o Dashboards for performance and SLA monitoring.

Technologies utilized: Jira Service Management (JSM) Cloud · Confluence Cloud · Sharepoint · Jira Service Management Assets · Rovo · Automation · InTune · JQL

Jira Expert / Atlassian Architect

08/2024 – 06/2025

Martingale Asset Management, remote

Reason for Hire: Led the transition from the no longer supported Atlassian Server version to a Cloud instance to an Atlassian Cloud based “semi-CICD” development process.

- o Successfully migrated unsupported Atlassian Server instances of Jira, Confluence, Bamboo, and Bitbucket with zero down time and no errors to their Atlassian Cloud versions.
- o Optimized Jira performance and scalability by increasing their efficiency in ticket production through Automation by 46%.
- o Documented their existing Atlassian configurations from installed apps, plugins, and macros to workflows, projects, issues comments, and attachments.
- o Created webhooks to link their Jira instance with their proprietary apps.
- o Upgraded existing Atlassian products to their most recent Atlassian server versions to assist with the migration to their Cloud versions.
- o Created a Rovo Agent to initiate Jira work items based on the content in Confluence pages.
- o Provided documentation in Confluence, user training, and support after the successful migrations.

Technologies utilized: Jira Cloud · Confluence Cloud · Agile Methodologies · Rovo · Adaptavist ScriptRunner · Groovy · Automation · Fisheye · Tempo · JQL

Jira Expert

08/2024 – 06/2025

Cision / Platinum Equity, remote

Reason for Hire: To create dashboards and reports showing Cision’s progress towards beginning of the fiscal year initiatives and how they are tracking towards being completed by the end of their fiscal year.

- o Created a dashboard with gadgets showing month-to-date activity, the previous month’s activity, quarter-to-date activity, and year-to-date activity.
- o Optimized Jira performance and scalability utilizing ScriptRunner, Rovo, and Automation.
- o Implemented workflow validation rules and utilized Automation to iterate through items required before a ticket is closed.
- o Created dashboards to display items that were within an hour of breaching SLA requirements, items having an open SLA, and to display SLA breaches.
- o Analyzed dashboard data to determine where further data could be collected for dashboards.
- o Designed and implemented custom workflows, fields, screens, and issue types to align with business processes which increased the team’s efficiency in creating new tickets by 24%.
- o Implemented a Rovo Agent to assist with their backlog mapping and cleanup.
- o This was my 2nd contract for Platinum Equity. They paid for my Atlassian training with Service Rocket in 2000, which allowed me to obtain my 1st certificate from Atlassian.

Technologies utilized: Jira Cloud · Agile · Rovo · Adaptavist ScriptRunner · Groovy · Automation · JQL

Jira Implementation Specialist

09/2023 – 12/2024

The City of Baltimore, remote

Reason for Hire: To manage the implementation of Jira project management tools across the organization which had grown organically in the absence of a dedicated Jira Specialist.

- o After meeting with stakeholders, I analyzed, documented, and offered suggestions to improve efficiency, usability, and security in their current Jira configuration.
- o Worked with IT teams to integrate Jira with their DevOps tools.
- o Utilized Automation to create a status overview of epics which appeared on items. Project owners could quickly identify which items were falling behind schedule.
- o Developed and implemented testing plans to ensure seamless integration between Jira and related tools.
- o Utilized EazyBI and Advanced Roadmaps to create dashboards depicting activity analytics and managerial reports.
- o Used Automation and keyword searches as issues were created so they could be mapped according to hierarchy in the correct backlog group.
- o Created a risk probability chart, to help identify and manage risks.
- o Established metrics to measure the success and progress of their Jira implementation via dashboards.
- o Defined, documented and trained users on best practices and guidelines for Jira.
- o Developed new project templates used for project creation. Prior to creating the new project templates, creating a new project would take some users over an hour. The new project templates reduced new project creation down to about 15 minutes.

Technologies utilized: Jira Cloud · EazyBI · JQL · Automation · Big Picture for Jira · Structure · Portfolio for Advanced Roadmaps · Rich Filters for Jira

Jira Consultant

02/2023 – 08/2023

RSI, remote

Reason for Hire: Assess and document their existing Jira Cloud configuration to create uniformity amongst their teams.

- o Performed an initial assessment and documentation of their overall Jira configuration.
- o Reconfigured existing cloud instances to transform an organic development of Jira into one with correct permissions.
- o Developed new workflows and issue-type screen schemes so all teams would utilize similar data elements for reporting purposes utilizing ScriptRunner, Groovy, and Automation.
- o Created Scrum and Kanban boards.
- o Created complex JQL filters for use in creating dashboards utilizing Rich Filters for Jira and JQL Search Extensions.
- o Created three distinct dashboards for managers, teams, and individuals.
- o Used advanced Roadmaps to schedule the next three months' plan of work based on predefined strategic initiatives.
- o Led the design and implementation of a unified backlog architecture, including hierarchical mapping (epic → feature → story), which improved project tracking and delivery efficiency by 18%
- o Created eight development projects - one for each team - sharing the same workflows and issue-type screen schemes enabling managers to obtain reports based on common data elements.
- o Cleaned up existing custom fields, screens, and screen schemes.
- o Cleaned up existing field configuration screens and edited them to ensure all issues contained required fields.
- o Rewrote the existing workflows to reduce the steps, increase efficiency, and better match the actual processes.
- o Created automation rules to relieve users of repetitive steps.
- o Documented a plan that detailed the steps to routinely refresh their sandbox environment.

Technologies utilized: Jira Cloud · Agile Methodologies · Atlassian · Automation for Jira · Jira Advanced Roadmaps · Adaptavist ScriptRunner · Groovy · JQL

Jira Implementation Engineer / Atlassian Architect

10/2021 – 01/2023

Joyson Safety Systems, remote

Reason for Hire: Originally retained to create a new project with new workflows and screens in their Jira Software Data Center. More tasks were added along the way to prepare for the merger of two Jira Server instances into one.

- o Successfully merged multiple Jira, Jira Service Desk, and Confluence instances with no downtime and no errors.
- o Integrated Active Directory with the newly combined instance of Jira.
- o New Scrum and Kanban boards were created along with detailed dashboards using the Rich Filters for Jira Dashboards add-on.
- o Trained two Jira administrators in the processes necessary to assist with the migration.
- o Upgraded two instances of Jira Server. One Jira instance was upgraded from 7.12 to 8.20.12 and the other Jira instance was upgraded from 8.0.1 to 8.20.12.
- o Integrated Jira Data Center with their Active Directory, enabling single sign-on (SSO).
- o Implemented dual authentication using OKTA and 3rd party integration with Oauth.
- o Created Kanban and Sprint boards.
- o Created backlog template based on conversations with each team to understand each team's responsibilities so work could be assigned to the correct team and prioritized into sprints.
- o Created in-depth dashboards using Rich Filters for Jira Dashboards add-on.
- o Migrated two instances of Jira Server to one instance of Jira Data Center.
- o Implemented new workflows for development and production support.
- o Migration from Jira Server to Jira Data Center.
- o Modified and upgraded existing Atlassian instances to meet best practices.
- o Changed workflows and restrictions during transitions based on the evolution of their company products.
- o Reviewed Global Security and modified their Atlassian security to meet their current requirements.
- o Reviewed existing permission schemes and modified them to match their current hierarchy and allow for growth.

Technologies utilized: Jira Server · Jira Software Data Center · Jira Service Desk · Confluence · OKTA

Senior Jira Administrator / Atlassian DevOps

08/2019 – 01/2023

Twitter, remote

Reason for Hire: I began in a contract role and accepted their offer to become an employee.

- o Our Atlassian team of six won Best in Class: Technical at the 2021 Atlassian Team Awards.
- o Supported Jira Data Center and Confluence in a 10,000+ user environment.
- o Assisted with monitoring our ITSM configuration processes and monitoring ITSM issues.
- o Built a project with the Network team that tracked in-house RMA items sent out for service and created a service desk portal with our Legal department that covered over 20 different request types.
- o Utilized Adaptavist ScriptRunner to create behaviors and scripted fields to customize the intake process.
- o Integrated Jira with Confluence projects to link Capella models with project tasks in Jira and embed model diagrams in Confluence, improving communication and alignment across teams.
- o Created dashboards using Rich Filters for Jira add-on to show visibility into the percentage of work completed.
- o Configured JEMH to maintain project emails, create issues, add comments, and add watchers, labels, and components to issues via email.
- o Configured project security using permission scheme, issue security scheme, project roles, and groups to expose issues to only certain users.
- o Configured complex issue security schemes to cover various projects and project interactions.
- o Utilized Adaptavist ScriptRunner, Groovy, Oauth, and REST API calls to Workday, and Custom Reports to retrieve Workday information and insert it within Jira Service Management for Human Resources.
- o Collaborated with multi-functional teams to develop technical designs and solutions that improved business process automation solutions using Automation for Jira.

- o Utilized EazyBI to augment our dashboard reporting in Jira.

Technologies utilized: Jira Server · Jira Data Center · Jira Service Management · Confluence · OKTA · EazyBI · Adaptavist ScriptRunner · Groovy · Automation for Jira · JQL

Jira and Confluence Migration Project Lead

09/2019 – 12/2020, 10/2015 – 12/2015

MullenLowe, US, remote

Reason for Hire: For the 1st engagement, to merge users from 2 AD instances into 1 for their Atlassian instance. For the 2nd engagement, to merge 3 international Atlassian Server instances into 1 Atlassian Cloud instance.

- o Successfully moved their Atlassian users from one Active Directory to a new Active Directory while retaining their data.
- o Successfully merged three international Atlassian Server instances into one Atlassian Cloud instance with zero downtime and no errors.
- o Documented their existing Atlassian configurations from installed apps, plugins, and macros to workflows, projects, issues comments, and attachments.
- o Configured Oauth to integrate Jira and Confluence with their Oracle DB.
- o Provided documentation in Confluence, user training, and support after the successful migrations.

Technologies utilized: Confluence Server and Cloud · Crowd · Jira Server and Cloud · Agile Methodologies · Atlassian · LDAP · AWS

Jira Implementation Engineer / Atlassian Architect

01/2016 – 11/2019

Black Duck Software, remote

Reason for Hire: To be their Jira resource as they used Jira extensively but did not have an in-house admin.

- o Provided configuration changes to their existing Jira installation.
- o Separated projects into their schemes, workflows, screens, etc. as requested.
- o Modified projects as requested.
- o Subject matter expert for all Atlassian (Jira Software, Jira Service Desk, Confluence, Fisheye, Crowd (for SSO), and Bitbucket) environments.
- o Scripted webhooks for use with their Jira add-ons.
- o Utilized HipChat as a team communications tool.
- o Provided recommendations on best practices for the client's Atlassian environment.
- o Utilized Jira Scripting Suite Pro and Groovy to write several post functions and email scripts.
- o Upgraded their Jira, Confluence, and Bitbucket instances.

Technologies utilized: Bitbucket · Jira Software · Jira Service Desk · Confluence · Fisheye · Crowd · HipChat · Jira Scripting Suite Pro · Groovy

Jira / Atlassian Consultant

09/2018 – 04/2019

IDEXX, remote

Reason for Hire: I worked on several projects for IDEXX. The 1st project was to review existing Jira instances and reconfigure Jira to align with their work processes. The 2nd project was to combine two instances of Jira Cloud instances and migrate them to Jira Server.

- o Exported all projects, project data, agile boards and user filters from acquired instance of Jira and imported that data into main IDEXX instance of Jira.
- o Successfully merged two instances of Jira Cloud and migrated the merged instance to Jira Server with zero downtime and no errors.
- o Reviewed all workflows and modified them when necessary to meet best ITSM practices and eliminate unneeded processes.
- o Reviewed project configurations and made modifications to meet security requirements.

Technologies utilized: Jira Service Desk · Jira Software · Agile Methodologies · AWS · Confluence · Fisheye Crowd · Bitbucket · Jira Cloud · Crucible

Jira SME / Atlassian System Administrator

03/2017 – 12/2018

iRobot, remote

Reason for Hire: to own the System Configuration of iRobot's Atlassian suite of products

- o Created all their workflow mods, screen scheme mods, and release configurations for Jira, Confluence, Portfolio for Jira, Gliffy, and Stride.
- o Streamlined and owned issue management (apply appropriate labels, assignee, release, estimation entry, etc.).
- o Standardized workflow steps across all projects and issue types.
- o Translated all Digital PM roadmaps from PPT to Jira for Portfolio.
- o Championed the adoption of Jira for Portfolio initiative.
- o Migrated Aha! features from iRobot Engineering (blue) Jira to iRobot Digital Marketing (green) Jira.
- o Exported and migrated external vendor's Confluence material into iRobot Digital Marketing Confluence space.
- o Worked with project managers to upload vision, strategy, notes, and PPT decks appropriately into our suite of Atlassian tools.
- o Built Kanban boards for various leads across Marketing looking to adopt Kanban management styles.
- o Trained all Marketing stakeholders (new training and/or refresher training for existing users) on Jira and Confluence best practices.

Technologies utilized: Jira · Agile Methodologies · Confluence · Portfolio for Jira · Atlassian · Gliffy · Stride

Senior Jira Consultant

08/2014 – 07/2017

South Carolina Department of Health and Human Services, remote

Reason for Hire: Originally hired for a six-month engagement and they extended my contracts for another 3 years.

- o Designed and implemented a High Availability Architectural diagram for all tool servers.
- o Installed and configured Atlassian Data Center for Jira and Confluence.
- o Installed and configured standalone for Bamboo, BitBucket, and related plug-ins.
- o Migrated projects from another Jira instance into to South Carolina Department of Health and Human Services instance of Jira.
- o Lead team meetings and created demo Atlassian instances to provide interactive examples of projects, workflows, spaces, etc.
- o Configured issue security scheme to allow only designated users (in this case managers) to view certain issue types.
- o Created projects in Jira to meet Centers for Medicare + Medicaid Services (CMS) guidelines for Agile Projects.
- o Worked with teams to create wall boards for use in scrum meetings.
- o Customized workflows to integrate existing processes into Jira.
- o Supported multiple Jira instances simultaneously.
- o Created a backlog planning template so that issues could be allocated to different sprint teams based on program requirements by the State of SC.
- o Evaluated, recommended, installed, and configured add-ons to extend Jira and Confluence functionality and integrated Atlassian software with other applications.
- o Trained new teams in Jira and mentored existing teams to optimize their workflows.
- o Created an integration between Jira and Git repository utilizing Bamboo, Crucible, and Stash.
- o Created customized dashboards for teams to display pertinent data.
- o Defined existing business processes and workflows and translated those to the configuration of Jira Software, Jira Service Desk, Confluence, Crowd, Bamboo and Bitbucket.
- o Integrated their Atlassian instances with Active Directory for SSO, Oracle, and Microsoft Project Server.
- o Created APIs between Jira and internal apps and monitored API lifecycles.

Technologies utilized: Oracle · Jira · Agile Methodologies · Atlassian · Bamboo · Crucible · Stash · Fisheye · Crowd · Adaptavist ScriptRunner · Microsoft Project Server

Jira Expert

06/2013 – 10/2017

Kronos, remote

Reason for Hire: Originally hired under a three-month contract to migrate DevTrack data to Jira in conjunction with a push towards Agile. I then became their in-house Atlassian expert.

- o Performed migration from DevTrack to Jira.
- o Used XML export file from DevTrack's database to map all fields to Jira.
- o Created multiple workflows utilizing the Jira scripting suite to script workflow behavior.
- o Installed and configured Jira Agile.
- o Customized permission scheme so certain projects were only visible to certain personnel.
- o Customized all screens to expose fields when required in the lifecycle.
- o Developed Jira projects, workflows, screen schemes, custom fields, permission schemes, and notification schemes.
- o Utilized Behaviours plugin to modify field behavior on workflow screens.
- o Created a query that runs against the Jira database nightly to populate an information cube. This improves Jira performance since reports are created using the information cube instead of being created in Jira.
- o Created and led training sessions for Jira administration.
- o Integrated Atlassian with Salesforce.

Technologies utilized: Jira · Jira Agile · Jira Scripting Suite · Agile Methodologies · Greenhopper · Salesforce

Atlassian / Jira Expert

09/2012 – 06/2015

Good Technology (now a division of BlackBerry Limited), remote

Reason for Hire: To be their Atlassian expert to help build out and lead their App Lifecycle Platform.

- o Evaluated and repaired existing Atlassian Suite installation in preparation for upgrade.
- o Evaluated existing JIRA instance and resolved performance issues.
- o Evaluated existing architecture and implemented changes based on Atlassian best practices.
- o Worked with engineering tools team to implement JIRA for agile development.
- o Integrated the Rally connector so that defects can be tracked in both JIRA and Rally.
- o Migrated a second version of JIRA into the main production version of JIRA.
- o Integrated JIRA and Confluence as trusted applications.
- o Implemented Crowd with single sign-on for the Atlassian applications.
- o Created new permission scheme, so end users only see the projects they need to see.
- o Redirected current URLs to exclude port numbers.
- o Evaluated, recommended, installed and configured add-ons to extend JIRA and Confluence functionality and integration of Atlassian software with other applications.
- o Provided training and support for JIRA teams.
- o Created a step-by-step guide to create a project in JIRA.
- o Created document to help project leads manage a project.
- o Integrated Greenhopper with JIRA and Confluence.
- o Researched and installed third-party plug-ins for compatibility.
- o Troubleshot issues pertaining to Confluence or JIRA or associated plug-ins.
- o Modified all screens and added custom fields to better align with current process.
- o This is an enterprise installation.

Technologies utilized: Confluence · Jira · Crowd · Atlassian Suite · Greenhopper

PREVIOUS ATlassian EXPERIENCE

Atlassian Suite Engineer

03/2012 – 12/2012

Technologies utilized: Crowd · Jira · Greenhopper · Confluence

Barrick Gold, hybrid

Atlassian Administrator

11/2011 – 02/2012

Technologies utilized: Bamboo · Jira · Confluence · Fisheye · Crucible · Crowd · Progress OpenEdge · MS SQL Server

Bottomline Technologies, remote

Jira Configuration Engineer

04/2011 – 10/2011

Technologies utilized: Jira · Confluence · Bamboo · Fisheye · Greenhopper · Subversion · Rapid Boards

Hasbro, on-site

Jira Implementation Specialist

01/2010 – 03/2011

Technologies utilized: Jira · Confluence · Subversion · Atlassian Suite

Walgreens, hybrid

Jira Administrator

10/2009 – 01/2010

Technologies utilized: Jira · Subversion · Atlassian Suite · Oracle

Merck & Co., on-site

EDUCATION

Business Management | University of Massachusetts at Dartmouth, MA

Business Management | Coastal Carolina University at Conway, SC

Business Management | Eastfield College at Dallas, TX

United States Air Force | Barcelona, Spain | Top Secret Security Clearance

Bilingual in English and Spanish

REFERENCES

References will be provided upon request.