Ruben Segura

Atlassian Architect / Jira SME / Confluence Administrator

Contact

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Software Skills

Jira Software

Excellent

Jira Service Management

Excellent

Jira Work Management

Very Good

Jira Asset Mgmt. (Assets)

Very Good

Confluence

Very Good

With over 16 years of experience with Atlassian software, I have implemented Atlassian instances for a variety of companies, from small to enterprise level.

My background includes extensive experience migrating and merging Jira instances from Jira Server to Jira Cloud, from Jira Server to Jira Data Center, and Jira Cloud to Jira Data Center, and from third-party applications to Jira.

As an Atlassian Architect, I help define the client's requirements, advise the best strategy to leverage Atlassian products for scalability and compliance, ensure that the Atlassian instances meet or exceed security requirements, and oversee the above-defined implementations.

Work History

2011-11 - Current

Atlassian Architect / Jira SME / Confluence Administrator

Segura Consulting, LLC, Adams, MA

- Extensive experience migrating and merging Jira instances from Jira Server to Jira Cloud, from Jira Server to Jira Data Center, and Jira Cloud to Jira Data Center.
- Implemented Jira Software from less than 500 user environments to high availability data center instances with over 10,000 users.
- Migrated to Jira Software from other issue tracking applications such as Bugzilla, DevTrack, Mantis, PA World, Quality Center, Rally, Request Tracker, ServiceNow and custom written applications.
- Integration of Jira with other software such as SalesForce, Rally, TestRail, Zephyr, Slack, Zoom, and MS Sharepoint. Integration of Atlassian tools with Active Directory, Crowd, and similar software for single sign-on of all Atlassian tools.
- Extensive experience in agile and scrum development methodologies.
- Responsible for the architecture, administration, maintenance, software version upgrades, and integration of apps and 3rd-party software with

Skills (left column)

Bitbucket — Very Good

Bamboo (CI/CD) — Very Good

Fisheye — Very Good

Crowd — Very Good

Adaptavist ScriptRunner — Very Good

Linux — Very Good

Crucible — Very Good

Greenhopper (Jira Agile) — Very Good

Jira Scripting Suite — Good

JSU — Good

HipChat (Stride) — Good

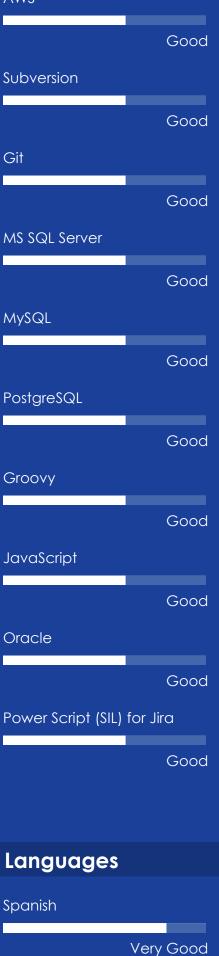**Jenkins** — Good

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Atlassian software.

- **Please see my LinkedIn profile for detailed list of clients, my experience with them and greater details on my software experience.**

Sr. Jira Administrator

2019-08 - 2023-01

Twitter, San Francisco, CA

- Supported Jira Data Center and Confluence in a 10,000+ user environment.
- Assisted with troubleshooting any permissions issues in Jira or in Confluence.
- Resolved user requests that come in through our JIRA ticketing process.
- Worked with Network team to create a project which tracked in-house RMA items sent out for service.
- Worked with our Legal department to create a service desk portal which covered over 20 different request types.
- Utilized ScriptRunner to create behaviors and scripted fields to customize the intake process.
- Troubleshoot problems with Kanban and Scrum Boards.
- Created Dashboards using Rich Filters add-on to show visibility into percentage of work completed.
- Configured JEMH to maintain projects emails, create issues, add comments, add watchers, labels, and components to issues via email.
- Configured project security using permission scheme, issue security scheme, project roles and groups to expose issues to only certain users.
- Used third party tools to monitor CPU usage, Memory Usage, concurrent users, and API use.
- Configured complex issue security schemes to cover various projects and project interactions.
- Configured JVM and Apache Tomcat settings for Jira and Confluence.
- Collaborated with multi-functional teams to develop technical designs and solutions which improved business process automation solutions using Automation for Jira.
- Our Atlassian team of six won Best in Class: Technical

Skills

AWS

Good

Subversion

Good

Git

Good

MS SQL Server

Good

MySQL

Good

PostgreSQL

Good

Groovy

Good

JavaScript

Good

Oracle

Good

Power Script (SIL) for Jira

Good

Languages

Spanish

Very Good

at the 2021 Atlassian Team Awards .

Education

2009-01 - 2011-12	**Jira Advanced Workflow Design, Jira Service Desk: Jira Administration**
	Atlassian University - San Francisco, CA
1986-01 - 1987-12	**Business Management: Business Management**
	University of Massachusetts At Dartmouth - Dartmouth, MA
1985-01 - 1986-12	**Business Management**
	Coastal Carolina University - Conway, SC
1980-01 - 1982-12	**Business Management**
	Eastfield College - Mesquite, TX

Military Experience

United States Air Force, encryption, telecom system control specialist