

SUMMARY OF QUALIFICATIONS

An Atlassian (JIRA Software, Jira Service Desk, Confluence, Fisheye, Crowd, Bamboo and Bitbucket) installation, architecture, configuration, implementation, maintenance and optimization Engineer and Subject Matter Expert with over 20 years of professional experience and a background that includes:

- Implementation of Atlassian tools from small environments to high availability data center instances.
- Subject matter expert for all Atlassian (JIRA Software, Jira Service Desk, Confluence, Fisheye, Crowd, and Bitbucket) environments and their usage, best practices and implementation.
- Migration to JIRA 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, SAP, Gliffy, TestRail, Zephyr, Portfolio for Jira, Slack, Zoom, MS Sharepoint to name a few.
- Integration of the Atlassian tools with Active Directory, Crowd and similar software for single sign-on of all the Atlassian tools or with repositories such as Subversion and Git.
- Extensive experience in agile and scrum development methodologies.
- Adept at communicating IT project requirements across organizational hierarchies and then overseeing the fulfillment of those requirements effectively, efficiently, on time and within budget.
- Excellent troubleshooting skills and an exceptional ability to interact with customers and co-workers regardless of their technical knowledge and/or background.

COMPUTER SKILLS

Atlassian Products:	Bamboo, BitBucket, Confluence, Crowd, Fisheye, JIRA cloud, JIRA Server, Jira Datacenter, JIRA Service Desk
Atlassian Plug-ins:	Portfolio for JIRA, Adaptavist ScriptRunner, Misc Workflow Extensions for Jira, Gliffy, Configuration Manager, Team Calendars, Zephyr, ZAPI, Version & Component Sync, Run CLI, Structure, Project Configurator, Balsamiq Mockups, Capture for Jira, Spacetree for Confluence, easyBI Reports
Technology Skills:	Apache, AWS (Amazon Web Services), LAMP, Linux RHEL, Microsoft Active Directory, Subversion, Git, Tomcat
Programming/Scripting Languages:	Groovy, JavaScript, JQL, Jython with ScriptRunner, LDAP, Perl, Python with JIRA Scripting Suite Pro, shell scripting (KSH, BASH), XML
RDBMS:	mySQL, MS SQL Server, PostgreSQL, Progress OpenEdge
Operating Systems:	HP-UX, IBM AIX, Mac OS X, Red Hat Enterprise Linux, Solaris, VMware, Windows, Windows Server

RELEVANT EXPERIENCE

Sr. Jira Administrator

08/2019 – present

Twitter, a *microblogging and social networking service*, San Francisco, California

- Support JIRA software, JIRA Service Desk and Confluence in a 10,000+ user environment.
- Assist with troubleshooting any permissions issues in JIRA or in Confluence.
- Resolve user requests that come in through the JIRA ticketing process.
- Create new JIRA service desk projects and Software projects.
- Troubleshoot problems with Kanban Boards, Scrum Boards and Dashboards.
- Troubleshoot portfolio related issues.
- Configure JEMH maintain projects emails, create issue, add comments, add watchers, labels, components to issues created via email.
- Configure project security using the permission scheme and the issue security scheme to expose issues to only certain users.
- Use third party tools to monitor CPU usage, Memory Usage, concurrent users, and API use.
- Assist with security issues using issue level security schemes.

Atlassian Architect

09/2019 – 12/2020

Parexel, a *global provider of biopharmaceutical services*, Waltham, Massachusetts

- Performed evaluation of JIRA and Confluence currently hosted by Parexel
- Confluence is currently running on a unsupported version and JIRA is nearing end of life. Designed solution to current problem.
- Architect solution to current JIRA and Confluence configuration
- Solution must include adding an additional 1000 users to JIRA / Confluence
- Integration of JIRA with ADFS
- Integration of JIRA with the in house testing application
- Integration of JIRA with other applications
- Automate repetitive tasks as needed.

Atlassian Administrator

04/2019 – present

Hamilton Group, *using data to change the way insurance is written*, Hamilton, Bermuda

- Merged multiple Jira, Jira Service Desk and Confluence instances.
- Upgraded existing Atlassian instances.
- Modified existing Atlassian instances to meet best practices.
- Replicated their existing configuration in AWS (Amazon Web Services) to use as a dev environment to perform the merges.

Atlassian Delivery Engineer

09/2018 – 04/2019

Mozilla, *creates browsers, apps, code and tools that put people before profit*, Mountain View, CA

- Technical owner for Atlassian products at Mozilla.
- Migrated JIRA from JIRA Cloud to JIRA datacenter.
- Reviewed all workflows and modify when necessary to meet best practices.
- Reviewed project configurations and make modifications to meet security requirements.
- Reviewed group and project role configurations and make modification to meet requirements.
- Modified search behavior to add weight to certain pages so they appear higher in the search order.
- Created archive strategy using archiving add-on to remove stale data from confluence.
- Partnered with the Product Manager to deliver the Content roadmap.
- Provided recommendations on best practices for client's Atlassian environment moving forward.
- Created and maintained Confluence spaces and permission schemes.
- Kept systems up to date by owning configuration, user support, management & administration of the environment.

- Experimented with different user experiences, content management processes and technical procedures on mobile and desktop.
- Provided guidance on best practices for their application lifecycle management toolset.
- Subject matter expert for all Atlassian (JIRA Software, Jira Service Desk, Confluence, Fisheye, Crowd, and Bitbucket) environments.
- Developed JIRA projects, workflows, screen schemes, custom fields, permission schemes and notification schemes.
- Designed, built, tested, delivered, monitored, and debugged content search, content archive and system administration activities.
- Utilized AWS (Amazon Web Services) as a dev environment.

JIRA Architect, JIRA SME

03/2017 – 12/2018

iRobot, *designs and builds consumer robots for inside and outside of the home*, Bedford, MA

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

JIRA Architect, JIRA SME

09/2017 – 10/2018

Parallel Wireless, *developing the architecture of the cellular radio access network*, Nashua, NH

- Extended JIRA through better utilization of the Atlassian toolset to create a continuous integration and delivery environment.
- Provided the architecture for Parallel Wireless ALM toolset.
- Our implementation accommodated agile teams utilizing both agile boards and Kanban boards.
- Configured JIRA so that developers in their development environment would not have to log into JIRA to record their work, rather triggers from inside the code base will record events in JIRA.
- Sprint planning sessions and sprint reviews were recorded in Confluence to recognize recurring blockers and improve their velocity. Workflows were created in a manner which, when used properly, improved velocity.
- Developed dashboards, reports and advanced filters to provide management/team leaders with meaningful operational/performance metrics and status reports.
- Lead team meetings and created demo Atlassian instances to provide interactive examples of projects, workflows, spaces, etc.
- Evaluated, recommended, installed and configured add-ons to extend JIRA and Confluence functionality and integration of Atlassian software with other applications.
- Defined existing business processes and workflows and translated those to the configuration of JIRA Software, Jira Service Desk, Confluence, Crowd, Bamboo and Bitbucket.
- Worked with their JIRA administrator to create a Confluence space displaying up-to-date and accurate information for each project in JIRA which helped with accountability and to drive deliverables.
- Worked with each department manager to understand their process and see how their process fits into the overall product development lifecycle.
- Integrated applications, such as Salesforce, so that data elements were shared and displayed in JIRA dashboards and Confluence pages.
- Utilized Adaptavist's ScriptRunner to create post-function scripts in workflows.

JIRA Implementation Engineer, JIRA SME

01/2017 – 03/2018

Black Duck Software, *the leading solution for managing open source security*, Burlington, MA

- Provided configuration changes to their existing JIRA installation.
- Separated projects out into their own schemes, workflows and screens, etc. as requested.
- Modified projects as requested.
- Subject matter expert for all Atlassian (JIRA Software, Jira Service Desk, Confluence, Fisheye, Crowd, and Bitbucket) environments.
- Utilized HipChat as a team communications tool.
- Provided recommendations on best practices for client's Atlassian environment moving forward.
- Utilized JIRA Scripting Suite Pro to write several post function and email scripts.
- Upgraded their Jira, Confluence, and Bitbucket instances.

Senior JIRA Implementation Engineer

06/2013 – 01/2018

Kronos, *multi-national workforce management software and services company*, Chelmsford, MA

- Performed migration from DevTrack to JIRA.
- Used XML export file from the DevTrack's database to map all fields to JIRA.
- Created multiple workflows utilizing the JIRA scripting suite to script workflow behavior.
- Installed and configured JIRA Agile.
- Customized permission scheme so certain projects were only visible to certain personnel.
- Customized all screens to expose fields when they are required in the lifecycle.
- Developed JIRA projects, workflows, screen schemes, custom fields, permission schemes and notification schemes.
- Utilized Behaviours plugin to modify field behavior on workflow screens.
- Created 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.
- Performed two training sessions for JIRA administration.

JIRA Architect, JIRA SME

03/2017 – 08/2017

Pfizer, *an American global pharmaceutical corporation*, New York City, NY

- Hired as their JIRA Architect to perform high-level work and to oversee a small team of on-site and off-site JIRA Administrators.
- Designed complex workflow for a change management system including automatic scoring based on answers to questions in the issues.
- Developed JIRA projects, workflows, screen schemes, custom fields, permission schemes and notification schemes.
- Utilized Adaptavist ScriptRunner to write several post function and email scripts.
- Onboarded new teams to JIRA and mentor existing teams to optimize their workflows.
- Trained lead personnel, from new to experienced Atlassian users, on how to work within JIRA projects and Confluence spaces as they were created.

JIRA Implementation Engineer, JIRA SME

04/2017 – 07/2017

Burning Glass Technologies, *delivering job market analytics to empower job seekers*, Boston, MA

- Hired to repair database corruption (resulting from an improper upgrade) for their JIRA installation.
- Integrated their Atlassian instances with Active Directory.
- Resolved issues with existing plug-ins.

Senior Atlassian Implementation Engineer / Architect

08/2014 – 07/2017

South Carolina Department of Health and Human Services, *State Agency*, Columbia, SC

- Designed and implemented High Availability Architectural diagram for all tool servers.
- Installed and configured Atlassian data center for JIRA and Confluence.

- Installed and configured standalone for Bamboo, BitBucket, and related plug-ins.
- Migrated projects from another JIRA instance into to South Carolina Department of Health and Human Services instance of JIRA.
- Lead team meetings and created demo Atlassian instances to provide interactive examples of projects, workflows, spaces, etc.
- Configured issue security scheme to allow only designated users (in this case managers) to view certain issue types.
- Created projects in JIRA to meet Centers for Medicare & Medicaid Services (CMS) guidelines for Agile Projects.
- Worked with teams to create wall boards for use in scrum meetings.
- Customized workflows to integrate existing process into JIRA.
- Supported multiple JIRA instances simultaneously.
- Subject matter expert for all Atlassian (JIRA Software, Jira Service Desk, Confluence, Fisheye, Crowd, and Bitbucket) environments.
- Evaluated, recommended, installed and configured add-ons to extend JIRA and Confluence functionality and integration of Atlassian software with other applications.
- Onboarded new teams to JIRA and mentor existing teams to optimize their workflows.
- Integrated JIRA with Git repository utilizing Bamboo, Crucible, and Stash.
- Integrated JIRA with Confluence and created spaces to dynamically share information.
- Created customized dashboards for teams to display pertinent information.
- Defined existing business processes and workflows and translated those to the configuration of JIRA Software, Jira Service Desk, Confluence, Crowd, Bamboo and Bitbucket.
- Integrated their Atlassian instances with Active Directory.
- Supported multiple JIRA instances simultaneously.
- Developed JIRA projects, workflows, screen schemes, custom fields, permission schemes and notification schemes.
- Created permission schemes so that certain projects and transitions are available only to specific groups.
- Upgraded all Atlassian installation as required.
- Integrated JIRA with Oracle and Microsoft Project Server.

Senior JIRA and Confluence Implementation Engineer

04/2016 – 01/2017

Carbonite, *#1 backup solution for home and business*, Boston, MA

- Assisted Carbonite's team with the build-out of change management workflows.
- Customized their JIRA configuration.
- Completed a build-out to change management workflows.
- Defined existing business processes and workflows and translated those to the configuration of JIRA Software, Confluence, Crowd, Bamboo and Bitbucket.
- Upgraded their JIRA and Confluence development and production instances to more recent versions.
- Created various change management schemes, including screen schemes, permission schemes, and notification schemes.

JIRA Implementation Engineer

02/2014 – 04/2015

Tory Burch, *Leader in Women's Designer Apparel*, New York City, NY

- Evaluated current JIRA implementation.
- Evaluated current JIRA / plugin combination.
- Configured permission scheme to meet current requirements.
- Created uniformity in how Jira Agile was used across team of 500 users and within 20-40 projects.
- Created new projects for use with SAP integration.
- Current designing workflow for new SAP project.
- Wrote how-to documentation for end-users based on their specific job requirements, permissions and Atlassian configuration.
- Integrated Jira Agile with Innotest to create true portfolio management.
- Provided user training for 25-30 employees.

JIRA Implementation Engineer

03/2014 – 06/2014

Uber, *Premiere network transportation company*, San Francisco, CA

- Created new Design Request project.
- Created workflow, screens, notifications, and permission scheme for the Design Request project.
- Repaired incorrect configurations in their existing Jira instance.
- Performed JIRA administration tasks as needed.

Atlassian Suite Implementation Engineer

12/2013 – 03/2014

Impravata, *Healthcare IT & Communications Solutions*, Lexington, MA

- Performed migration from DevTrack to JIRA.
- Used XML export file from the DevTrack's database to map all fields to JIRA.
- Created multiple workflows utilizing the JIRA scripting suite to script workflow behavior.
- Installed and configured JIRA Agile.
- Customized permission scheme so certain projects were only visible to certain personnel.
- Customized all screens to expose fields when they are required in the lifecycle.
- Utilized Behaviours plugin to modify field behavior on workflow screens.
- Provided recommendations on best practices for client's Atlassian environment moving forward.
- Created 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.
- Performed multiple training sessions for JIRA administration.

Atlassian Suite Implementation Engineer

07/2013 – 12/2013

Turbine, *premier creator + operator of massive, persistent online worlds; Warner Bros. subsidiary*, Needham, MA

- Evaluated current JIRA implementation.
- Created development instance of JIRA duplicating current production instance.
- Evaluated their existing JIRA plug-ins compatibility in preparation for a JIRA upgrade.
- Created development instance of Crowd in preparation for upgrade.
- Created project for Change Request.
- Onboarded new teams to JIRA and mentor existing teams to optimize their workflows.
- Designed workflow for new problem issues type.
- Implemented custom fields, workflows and other customizations to provide an improved user experience and enable metrics for the project owners.

Atlassian Suite Implementation Engineer / Architect

09/2012 – 05/2013

Good Technology, *the leader in secure enterprise mobility solutions*, Sunnyvale, CA

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

- Troubleshoot issues pertaining to Confluence or JIRA or associated plug-ins.
- Modified all screens and add custom fields to better align with current process.
- This is an enterprise installation.

Atlassian Suite Implementation Engineer

03/2012 – 12/2012

Barrick Gold, *the world's largest gold producer*, Salt Lake City, UT

- Evaluated and repaired existing Atlassian Suite installation in preparation for upgrade.
- Evaluated existing JIRA instance and resolved performance issues.
- Evaluated existing architecture and implemented changes based on Atlassian best practices.
- Integrated JIRA and Confluence as trusted applications.
- Implemented Crowd with single sign-on for the Atlassian applications.
- Created new permission scheme so end users only see the projects they need to see.
- Redirected current URLs to exclude port numbers.
- Created a step by step guide to create a project in JIRA.
- Created document to help project leads manage a project.
- Integrated Greenhopper with JIRA and Confluence.
- Researched and installed third-party plug-ins for compatibility.
- Modified all screens and add custom fields to better align with current process.
- Customized workflows to better match the current software development lifecycle.
- Created new projects for Change Management and Help Desk.
- There are approximately 20,000 JIRA users at Barrick Gold.

Atlassian Suite Implementation Engineer

11/2011 – 02/2012

Bottomline Technologies, *leading global provider of payments and invoice automation software*, Portland, ME

- Evaluated existing and separate Atlassian Suite installations in their Maine, Portsmouth, and Connecticut offices in preparation for complete upgrade and integration into one installation.
- Migrated from Progress OpenEdge RDBMS to MS SQL Server 2008.
- Implementation of Rapid Boards for cross project wallboard views.
- Integrated JIRA with Confluence, Fisheye, Bamboo, Crucible and Crowd and upgraded all to the latest version.
- Researched and installed third-party plug-ins for compatibility with upgraded Atlassian product versions.
- Modified all screens and add custom fields to better align with current process.
- Customized workflow to match current software development lifecycle.

JIRA Implementation Engineer

04/2011 – 10/2011

Hasbro, *multinational toy and board game company*, Dedham, MA

- Evaluated existing JIRA Implementation.
- Upgraded JIRA to version 4.4.
- Upgraded Confluence to version 4.
- Implementation of Rapid Boards for cross project wallboard views.
- Integrated Confluence with JIRA including recommended plug-ins for better user experience.
- Installed and configured Bamboo for build automation.
- Installed and configured Fisheye.
- Provided training and support for JIRA teams.
- Evaluated Subversion installation and verify integration with Subversion.
- Modified all screens and add custom fields to better align with current process.
- Customized workflow to match current software development lifecycle.
- Setup and configured Greenhopper to create agile wallboard for sprint planning.
- There were approximately 1,000 JIRA users at Hasbro.

JIRA Implementation Specialist

01/2010 – 03/2011

Walgreens, *largest drug retailing chain in the United States*, Deerfield, IL

- Designed, installed, configured, and Implemented JIRA to track all issues pertaining to SDLC.

- Creation of projects for Incident Management, Problem Management, Configuration Management, Change Management and Release Management as the initial core projects.
- Customized additional JIRA projects to meet various needs from Database requests to new project request.
- Developed and built numerous workflows to integrate with existing management processes.
- Evaluated, recommended, installed and configured add-ons to extend JIRA and Confluence functionality and integration of Atlassian software with other applications.
- Installed and configured the Subversion plug-in for JIRA.
- Created user friendly dashboards and calendar views utilizing Atlassian plugins and scripting.
- Created Production, Development and Test environments for ongoing development of new projects and continuous improvement of current projects.
- Provided training and support for JIRA teams.
- Utilized Visio and process integration methodologies to translate process flows into functioning JIRA workflows.
- Integrated JIRA and the existing version of Confluence with document integration.
- As Walgreens was undergoing a major eCommerce rebuild, I was asked to architect JIRA for the eCommerce rebuild.
- There were approximately 800 global JIRA users at Walgreens.

JIRA Implementation Specialist

10/2009 – 01/2010

Merck & Co., *one of the largest pharmaceutical companies in the world*, Whitehouse Station, NJ

- Team lead for upgrade project of JIRA and Subversion.
- Upgraded JIRA from version 3.5 to 3.13 on one dev and two test servers in a High Availability environment.
- Created upgrade documentation including a project plan, test plan, test scripts, and all SLC documentation.
- Built application on development server, then migrated application and test data to test servers in a high availability environment.
- Application build and configuration of Apache/Tomcat and Oracle JDBC connections.
- Installation included installed plug-ins, customized workflows, and migration of data from XML backup and attachments.
- Completed project by creating RPM package with documentation for deployment to production servers.
- Upgrade of Subversion from version 1.4 to 1.5 including installing application on development server. Then installation of application on test servers in a high availability environment.
- Creation of script to dump Subversion repositories to dump files and load repositories into upgraded Subversion.
- Worked with other senior technical staff and management teams in architecting technical solutions as needed and both participated and led project team for JIRA and subversion upgrades.

Senior Systems Administrator

09/2007 – 09/2009

Vanguard Networks/Motorola, *enterprise class routers for Retail, Financial and service providers networks*, Foxborough, MA

- Installed, configured, customized, integrated, and administered Atlassian's JIRA, Confluence, and Crowd applications for our Development and Engineering teams.
- Audited system efficiencies. Recommended and implemented changes to the existing technology infrastructure by eliminating obsolete technology, created reliable backup and recovery processes; optimized server performance; developed an integrated, scalable, and highly secure web and database server architecture.
- Performed ongoing application support for production servers by diagnosing and resolving issues, configuring patching, and installing custom developed and 3rd party package applications and upgrades, and evaluating and recommending options for improving performance, maintainability and operability.
- Responsible for IT infrastructure, including the administration of VMware, Red Hat Enterprise Linux, HP-UX and Sun Solaris servers.
- Responsible for troubleshooting all build related issues including server related, database related, or source code and control system related.
- Performed split of company data prior to the sale of one of the company's business units.
- Provided support including modifications to DRCS (documentation reversion control system), IPT (integrated process tools), Patch Tracker, and SCCS (source code control system) so they could run in new environment.
- Administered LAMP (Linux, Apache, MySQL, and Perl) and Active Directory servers.
- Performed migration of data from NAS (NetApps) appliance to EMC Clarion storage array.
- Created new data structure to resolve permissions issues and resolve security problems.
- Improved system performance and security by creating a tiered permission structure and reducing the number of admin users in various systems from over 4 thousand to approximately 200.

MILITARY EXPERIENCE

United States Air Force, 1974 -1979

EDUCATION

Atlassian University - Jira Administration, 2009, 2011; Confluence Administration, 2009; Jira Advanced Workflow Design, 2009; Jira Service Desk , 2019

University of Massachusetts at Dartmouth, Business Management, 1986-1987

Coastal Carolina University, Business Management, 1985-1986

Eastfield College, Dallas, TX, Business Management, 1980-1982

REFERENCES ARE AVAILABLE UPON REQUEST