

Ruben Segura

Atlassian Architect / Jira Subject Matter Expert

I engage with technical teams (developers, product managers, and senior managers) to provide solutions for agile planning and collaboration using Atlassian tools. I provide technical leadership and vision to leverage Atlassian's cloud-based or Jira Server or Data Center product lines (Jira, Confluence, Bamboo, Crowd, Assets, etc.) and plugins. With over 15 years of experience with Atlassian software, I have overseen the architecture and administration of Atlassian instances for an expansive array of companies, from medium-sized to enterprise-level companies with a broad spectrum of company types, e.g., pharmaceuticals, finance, manufacturing, entertainment, social media, and state and federal government.

Effectively and efficiently led teams in migrating and merging Jira instances from Jira Server to Jira Cloud; from Jira Server to Jira Data Center, from Jira Cloud to Jira Data Center, and from third-party applications to Jira.

Atlassian Software: Bamboo (CI/CD) – Bitbucket – Confluence – Crowd – Crucible – Fisheye – Greenhopper (Jira Agile) – HipChat (Stride) – Jira – Jira Agile Methodologies – Assets for Jira Service Management (Assets) – Jira Cloud – Jira Data Center – Jira Software – Stash – Trello

Atlassian Plugins + Add-ons: Adaptavist ScriptRunner – Jira Scripting Suite – Jira Scripting Suite Pro – JSU – Portfolio for Jira (Advanced Roadmaps) – Custom Fields for Jira – Power Scripts (SIL) for Jira – Rich Filters for Jira – Structure – JQL Search Extensions – EazyBI

Databases: MS SQL Server – MySQL -Oracle - PostgreSQL - Power Progress OpenEdge

Contact

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[com/about.html](https://www.seguraconsulting.com/about.html)

References Available

Education

2009-01 - Jira Advanced Workflow Design, Jira Service Desk, Jira Administration

Atlassian University - San Francisco, CA

1986-01 - Business Management

University of Massachusetts - Dartmouth, MA

1985-09 - Business Management

Coastal Carolina University - Conway, SC

1980-01 - Business Management

Eastfield College - Mesquite, TX

Work History

2011-11 - **Jira SME / Atlassian Architect / Confluence Administrator / Freelance Consultant**

Current Segura Consulting, LLC, Adams, MA

- 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 PowerBI, Salesforce, Rally, TestRail, Zephyr, Slack, Zoom, and MS Sharepoint. Integration of Atlassian tools with Active Directory, Crowd, and similar software for single sign-on (SSO) of all Atlassian tools.
- Architecture, maintenance, upgrades, and integrating apps and third-party software with Atlassian software.
- My freelance consulting contracts are listed below.

09/2024 – **Jira Expert (Consultant contract through Segura Consulting)**

present Platinum Equity, a global private equity firm specializing in mergers, acquisitions, and operations of companies, remote

- Manage and maintain Jira instances, including user management, permissions, and workflows.
- Optimize Jira performance and scalability.
- Implement and manage Jira add-ons and integrations.
- Perform regular backups and disaster recovery planning.
- Administer and enhance the current Confluence instance.
- Design and implement custom workflows, fields, screens, and issue types to align with business processes.
- Configure Jira for various project methodologies (Agile, Waterfall, Kanban, etc.).
- Develop and maintain Jira reporting and dashboards.
- Create custom apps and add-ons to extend Jira functionality.
- Develop scripts and automation to streamline processes.
- Provide technical guidance and support to Jira users.
- Analyze Jira usage data to identify areas for improvement.
- Recommend and implement process enhancements to increase efficiency.
- Collaborate with teams to optimize Jira utilization.
- Provide training and support to Jira users at all levels.
- Create user documentation and training materials.
- Troubleshoot Jira issues and provide timely resolutions.

Technologies utilized: Jira Cloud · Confluence · Agile Methodologies · Adaptavist ScriptRunner

11/2023 – **Jira Implementation Specialist (Part-time consultant contract through Segura Consulting)**

01/2025 The City of Baltimore, remote

- Defined and documented best practices and guidelines for Jira.
- Worked closely with IT teams to integrate Jira with other tools such as reporting or DevOps tools.
- Collaborated with business units to identify integration opportunities and develop integration strategies.
- Developed and implemented testing plans to ensure seamless integration between Jira and related tools.

- Monitored and solved integration issues and work with relevant teams to resolve those issues.
- Established metrics to measure the success of Jira implementation and report progress to management via dashboards.
- Identified areas for improvement and implement changes to enhance the usability and functionality of Jira.
- Fostered a culture of continuous improvement and innovation within the organization.
- Utilized EazyBI to prepare and display Jira dashboard reports.

Technologies utilized: JIRA Cloud · EazyBI

11/2023 –
05/2024

Atlassian Architect (Consultant contract through Segura Consulting)

Federal Intelligence Agency, remote

Results: I was brought in to assist in the implementation of Assets for Jira Service Management for a U.S. Federal Agency. Set up asset management to track assets through a complex workflow involving check-in, check-out, and various other steps. Additionally, extra logging was established for traceability.

- Own the architecture of the Atlassian environment, focusing on sustainability and scalability.
- Architect a solution for real-time processing of artifacts with documentation and traceability.
- Security clearance required.
- Work closely with stakeholders to provide a custom solution consisting of specific permissions that hide certain workflow transitions.
- Utilize Powers Scripts for Jira to implement custom validators and conditions.
- Use automation to monitor certain fields for change and perform specific actions when specific fields are changed.
- Translate technical drawings into architecture flow diagrams.
- Create documentation for expanded clarity of the workflow along with all conditions, validators, and post-functions.
- Create additional documentation around the check-in and check-out process.
- Created dashboards for users and teams utilizing Power Scripts for Jira.
- Engage with Atlassian support for troubleshooting or identifying issues.

Technologies utilized: JIRA Data Center · Jira Service Manager (JFM) · Assets for Jira Service Management · Agile Methodologies · Power Script (SIL) for Jira · Power Fields for JIRA

04/2023 –
10/2023

Senior DevOps Engineer (Consultant contract through Segura Consulting)

FMAC, A government-sponsored US Housing Finance System, remote

Results: I was brought in to replace a team member absent on extended personal leave.

- ScriptRunner and Groovy scripting for Jira Data Center.
- Maintain ScriptRunner scripts in Jira Workflow. There are currently over 1,000 workflow scripts in place.
- Review and modify scripts after installing Jira or ScriptRunner updates.
- Troubleshoot CI/CD pipeline problems related to Jira ScriptRunner.
- Develop required changes to Jira scripts when changes are needed for the CI/CD pipeline.
- Configured PowerBI to provide additional reporting data.

Technologies utilized: JIRA Data Center · Jenkins · Agile Methodologies · Adaptavist ScriptRunner · Bitbucket · Git · PowerBI · Atlassian

04/2023 –
10/2023

Jira Implementation Expert (Consultant contract through Segura Consulting)

TransAmerica, A U.S. insurance company, remote

Results: I was brought in to temporarily assist with their Jira infrastructure and to provide the ability for managers to pull reports from Jira.

- Created report templates and trained managers and users to pull reports with EazyBI.
- Supported and coordinated together with the Process Expert global improvements and internal activities for JIRA platform.
- Managed and supported the implementation of Jira for all its users
- Designed and implemented scalable process solutions for both management and end user.
- Participated in all phases of product development lifecycle - analysis, design, test, implementation.
- Understand their business and customer requirements and convert their requirements into technical solutions in Jira.

Technologies utilized: JIRA Data Center · Jenkins · Agile Methodologies · Adaptavist ScriptRunner · Bitbucket · Git · EazyBI · Atlassian

12/2022 –
06/2023

Jira SME (Consultant contract through Segura Consulting)

RSI, Streamlining government operations through transformative technologies, remote

Results: I was brought in to provide an initial assessment, document their overall Jira configuration, and develop new workflows and issue-type screen schemes so all teams would utilize similar data elements for reporting purposes.

- Performed an initial assessment and documentation of their overall Jira configuration.
- Reconfigured existing cloud instances to transform an organic development of Jira into one with correct permissions.
- Created Scrum and Kanban boards.
- Created complex JQL filters for use in creating dashboards utilizing Rich Filters for Jira and JQL Search Extensions.
- Created three distinct dashboards for managers, teams, and individuals.
- Used advanced roadmaps to schedule the next three months' plan of work based on predefined strategic initiatives.
- 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.
- Cleaned up existing custom fields, screens, and screen schemes.
- Cleaned up existing field configuration screens and edited them to ensure all issues contained required fields.
- Rewrote the existing workflows to reduce the steps, increase efficiency, and better match the actual processes.
- Created automation rules to relieve users of repetitive steps.
- Documented a plan that detailed the steps to routinely refresh their sandbox environment.

Technologies utilized: JIRA Cloud · Agile Methodologies · Atlassian

10/2021 –
01/2023

Jira SME Consultant

Joyson Safety Systems, a global leader in mobility safety, Auburn Hills, Michigan

Results: Joyson Safety Systems had 3 unique instances of Jira because of mergers and acquisitions of companies maintaining their own Jira instances. We combined 2 instances of Jira, so they had 2 instead of 3 different instances of Jira. I integrated Active Directory with the newly combined instance of Jira. New Scrum and Kanban boards were created along with

detailed dashboards using the Rich Filters for Jira Dashboards add-on. Assisted in the implementation of dual authentication using OKTA.

- Trained two Jira administrators in the processes necessary to assist with the migration.
- 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.
- Integrated Jira Data Center with their Active Directory, enabling single sign-on (SSO).
- Implemented dual authentication using OKTA.
- Created Kanban and Sprint boards.
- Created in-depth dashboards using Rich Filters for Jira Dashboards add-on.
- Migrated two instances of Jira Server to one instance of Jira Data Center.
- Implemented new workflows for development and production support.
- Migration from Jira Server to Jira Data Center.
- Merged multiple Jira, Jira Service Desk, and Confluence instances hosted on internal and external servers.
- Upgraded existing Atlassian instances.
- Modified existing Atlassian instances to meet best practices.
- Changed workflows and restrictions during transitions based on the evolution of their company products.
- Reviewed Global Security and modified their Atlassian security to meet their current requirements.
- Reviewed existing permission schemes and modified them to match their current hierarchy and allow for growth.

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

2019/08 –
2023/01

Sr. Jira Administrator

Twitter, San Francisco, CA

- Our Atlassian team of six won Best in Class: Technical at the 2021 Atlassian Team Awards.
- Supported Jira Data Center and Confluence in a 10,000+ user environment.
- Assisted with troubleshooting any permissions issues in Jira or Confluence.
- Resolved user requests that come in through our JIRA ticketing process.
- Worked with the Network team to create a project that tracked in-house RMA items sent out for service.
- Worked with our Legal department to create a service desk portal that covered over 20 different request types.
- Utilized Adaptavist ScriptRunner to create behaviors and scripted fields to customize the intake process.
- Troubleshoot problems with Kanban and Scrum Boards.
- Created dashboards using Rich Filters for Jira add-on to show visibility into the percentage of work completed.
- Configured JEMH to maintain project emails, create issues, add comments, and 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.
- Configured complex issue security schemes to cover various projects and project interactions.
- Collaborated with multi-functional teams to develop technical designs and solutions that improved business process automation solutions using Automation for Jira.
- Utilized EazyBI to augment our dashboard reporting in Jira.

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

09/2019 –
12/2020

Atlassian Architect Consultant

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

- Performed evaluation of JIRA and Confluence currently hosted by Parexel
- Confluence is currently running on an unsupported version, and JIRA is nearing end-of-life. The designed solution to the current problem.
- Architect solution to current JIRA and Confluence configuration
- Solution must include adding 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.

Technologies utilized: Confluence · JIRA · Agile Methodologies · Atlassian

01/2017 –
12/2019

JIRA Implementation Engineer, JIRA SME Consultant

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

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

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

09/2018 –
04/2019

Atlassian Delivery Engineer (Consultant contract through Segura Consulting)

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

- Product owner of Atlassian products at Mozilla.
- Migrated Jira from Jira Cloud to Jira Data Center.
- Reviewed all workflows and modified them when necessary to meet best practices.
- Reviewed project configurations and made modifications to meet security requirements.
- Reviewed group and project role configurations and made modifications to meet requirements.
- Modified search behavior to add weight to certain pages so they appeared higher in the search order.
- Created archive strategy using an 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 the 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 (for SSO), 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.

Technologies utilized: Jira Service Desk · JIRA Software · Agile Methodologies · AWS · Confluence · Fisheye · Crowd · Bitbucket · Jira Cloud · Jira Data Center · JSU

03/2017 –
12/2018

JIRA Architect, JIRA SME Consultant

iRobot designs and builds consumer robots for inside and outside of the home, in Bedford, Massachusetts

- 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.
- 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.

Technologies utilized: JIRA · Agile Methodologies · Confluence · Portfolio for Jira · Atlassian

09/2017 –
10/2018

JIRA Architect, JIRA SME (Consultant contract through Segura Consulting)

Parallel Wireless, developing the architecture of the cellular radio access network, in Nashua, New Hampshire

- Extended JIRA through better utilization of the Atlassian toolset to create a continuous integration and delivery environment.
- Provided the architecture for Parallel Wirelesses 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 that, 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 (for SSO), 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 it fits into the product development lifecycle.
- Integrated applications, such as Salesforce, so that data elements were shared and displayed in JIRA dashboards and Confluence pages.
- Utilized Adaptavist ScriptRunner to create post-function scripts in workflows.

Technologies utilized: [Confluence](#) · [JIRA Software](#) · [Agile Methodologies](#) · [Jira Service Desk](#) · [Crowd](#) · [Bamboo](#) · [Bitbucket](#) · [Adaptavist ScriptRunner](#)

06/2013 – **Senior JIRA Implementation Engineer (Consultant contract through Segura Consulting)**
01/2018 Kronos, a multi-national workforce management software company, Chelmsford, Massachusetts

- 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 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 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.
- Performed two training sessions for JIRA administration.

Technologies utilized: [JIRA](#) · [Jira Agile](#) · [Jira Scripting Suite](#) · [Agile Methodologies](#)

03/2017 – **JIRA Architect, JIRA SME (Consultant contract through Segura Consulting)**
08/2017 Pfizer, an American global pharmaceutical corporation, New York City, New York

- 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 functions and email scripts.

- Onboarded new teams to JIRA and mentored 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.

Technologies utilized: JIRA · Agile Methodologies · Adaptavist ScriptRunner

08/2014 –
07/2017

Senior Atlassian Implementation Engineer (Consultant contract through Segura Consulting)

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

- Designed and implemented a 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 processes 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 mentored 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 for SSO, Oracle, and Microsoft Project Server.
- 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.

Technologies utilized: Oracle · JIRA · Agile Methodologies · Atlassian · Bamboo · Crucible · Stash · Fisheye · Crowd · Adaptavist ScriptRunner

04/2016 –
01/2017

Senior JIRA and Confluence Implementation Engineer (Consultant contract through Segura Consulting)

Carbonite, #1 backup solution for home and business, Boston, Massachusetts

Technologies utilized: Bitbucket · JIRA · Agile Methodologies · Confluence · Crowd · Bamboo

- 02/2014 – **JIRA Implementation Engineer (Consultant contract through Segura Consulting)**
 04/2015 Tory Burch, *Leader in Women's Designer Apparel*, New York City, New York
Technologies utilized: JIRA · Jira Agile · Atlassian · SAP Integration
- 03/2014 – **JIRA Implementation Engineer (Consultant contract through Segura Consulting)**
 09/2014 Uber, *the Premiere network transportation company*, San Francisco, California
Technologies utilized: JIRA · Agile Methodologies
- 12/2013 – **Atlassian Suite Implementation Eng. (Consultant contract through Segura Consulting)**
 03/2014 Imprivata, *Healthcare IT & Communications Solutions*, Lexington, Massachusetts
Technologies utilized: JIRA · Jira Agile · Atlassian · DevTrack · Jira Scripting Suite · Behaviors
- 07/2013 – **Atlassian Suite Implementation Eng. (Consultant contract through Segura Consulting)**
 12/2013 Turbine, *premier creator + operator of massive, persistent online worlds*; Warner Bros. subsidiary, Needham, MA
Technologies utilized: JIRA · Crowd · Agile Methodologies · Atlassian
- 09/2012 – **Atlassian Suite Implementation Engineer / Architect (Consultant contract through Segura Consulting)**
 05/2013 Good Technology, *the leader in secure enterprise mobility solutions*, Sunnyvale, California
Technologies utilized: Confluence · JIRA · Crowd · Atlassian Suite · Greenhopper (Jira Agile)
- 03/2012 – **Atlassian Suite Implementation Eng. (Consultant contract through Segura Consulting)**
 12/2012 Barrick Gold, *the world's largest gold producer*, Salt Lake City, Utah
Technologies utilized: Crowd · JIRA · Greenhopper (Jira Agile) · Confluence
- 11/2011 – **Atlassian Suite Implementation Engineer (Consultant contract through Segura Consulting)**
 02/2012 Bottomline Technologies, *a leading global provider of payments and invoice automation software*, Portland, Maine
Technologies utilized: Bamboo · JIRA · Confluence · Fisheye · Crucible · Crowd · Progress OpenEdge · MS SQL Server
- 04/2011 – **JIRA Implementation Engineer - Consultant**
 10/2011 Hasbro, *multinational toy and board game company*, Dedham, Massachusetts
Technologies utilized: JIRA · Confluence · Bamboo · Fisheye · Greenhopper (Jira Agile) · Subversion · Rapid Boards
- 01/2010 – **JIRA Implementation - Consultant**
 03/2011 Walgreens, *the largest drug retailing chain in the United States*, Deerfield, Illinois
Technologies utilized: JIRA · Confluence · Subversion · Atlassian
- 10/2009 – **JIRA Implementation - Consultant**
 01/2010 Merck & Co., *one of the largest pharmaceutical companies in the world*, Whitehouse Station, New Jersey
Technologies utilized: JIRA · Subversion · Atlassian · Oracle