Ruben Segura

Jira SME / Atlassian Architect / Confluence Administrator

A U.S. Air Force veteran, with over 15 years of experience with Atlassian software, I have implemented production and sandbox instances for a variety of companies, from small to enterprise level companies e.g., Walgreens, Mozilla, and Twitter and a broad spectrum of company types, for example gold mining, pharmaceuticals, fashion, gaming software, social media and to state and federal government.

Extensive experience leading teams in 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.

Atlassian product manager responsible for defining the client's requirements, setting the product strategy, and executing on it by delivering new functionality that meets and supports the client's needs and business goals.

Software Skills

Jira Software - Jira Service Management - Jira Work Management – Jira Agile – Adaptavist ScriptRunner - Jira Scripting Suite - JSU - Confluence - Bitbucket - Bamboo - Fisheye - Crowd - Groovy - JavaScript - AWS - Linux - Subversion - Git - MSSQL Server - MySQL - PostgreSQL

Contact

Adams, MA 01220

(508) 878-8763

ruben@seguraconsulting.com

LinkedIn

https://www.linkedin.com/in/rubensegurajiraguru/

Website

https://www.seguraconsulting.com/about.html

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 - Dartmouth, MA
1985-01 - 1986-12	**Business Management**
	Coastal Carolina University - Conway, SC
1980-01 - 1982-12	**Business Management**
	Eastfield College - Mesquite, TX

Work History

2011-11 - Current **Jira SME / Atlassian Architect / Confluence Administrator**
Segura Consulting, LLC, Adams, MA

- o Implemented Jira Software from less than 500 user environments to high availability data center instances with over 10,000 users.
- o 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.
- o 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.
- o Architecture, maintenance, upgrades, and integration of apps and third-party software with Atlassian software.
- o **The chronological list of clients, solutions provided to the client, and technologies utilized during the consultancy provided below on page three.**

2019-08 - 2023-01 **Sr. Jira Administrator**
Twitter, San Francisco, CA

- 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 troubleshooting any permissions issues in Jira or in Confluence.
- o Resolved user requests that come in through our JIRA ticketing process.
- o Worked with Network team to create a project which tracked in-house RMA items sent out for service.
- o Worked with our Legal department to create a service desk portal which covered over 20 different request types.
- o Utilized Adaptavist ScriptRunner to create behaviors and scripted fields to customize the intake process.
- o Troubleshoot problems with Kanban and Scrum Boards.
- o Created dashboards using Rich Filters add-on to show visibility into percentage of work completed.
- o Configured JEMH to maintain projects emails, create issues, add comments, 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 Collaborated with multi-functional teams to develop technical designs and solutions which improved business process automation solutions using Automation for Jira.

Client History

12/2022 – **Jira SME Consultant**
03/2023   ConnectiveRX, *we simplify the processes for providers and patients,* Hanover, New Jersey

- Performed an initial assessment and documentation of their overall Jira configuration.
- Assisted the internal team with the redesign of their current Jira configuration to adopt the following:
  - New hierarchical structure to include strategic initiatives and workstreams.
  - New workflows for epics, features, stories, and tasks.
  - Automation to create issues based on a monthly and quarterly basis.
- Created Scrum and Kanban boards.
- Used advanced roadmaps to schedule the next three month's 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 limited the number in use to verify that 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 to routinely refresh their sandbox environment.

   Technologies utilized: JIRA · Agile Methodologies · Atlassian

10/2021 – **Jira SME Consultant**
01/2023   Joyson Safety Systems, *a global leader in mobility safety,* Auburn Hills, Michigan

- Trained two Jira administrators in the processes necessary to assist for the migration.
- Upgraded two instances of Jira Server. One instance was upgraded from 7.12 to 8.20.12 and the other instance was upgraded from 8.0.1 to 8.20.12.
- Integrated Jira Data Center with their Active Directory.
- 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 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

09/2019 – 12/2020	**Atlassian Architect Consultant** Parexel, *a global provider of biopharmaceutical services,* Waltham, Massachusetts

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

Technologies utilized: Confluence · JIRA · Agile Methodologies · Atlassian

09/2018 – 04/2019	**Atlassian Delivery Engineering Consultant** Mozilla, *creates browsers, apps, code, and tools that put people before profit,* Mountain View, California

- o Product owner of Atlassian products at Mozilla.
- o Migrated Jira from Jira Cloud to Jira Data Center.
- o Reviewed all workflows and modified when necessary to meet best practices.
- o Reviewed project configurations and made modifications to meet security requirements.
- o Reviewed group and project role configurations and made modifications to meet requirements.
- o Modified search behavior to add weight to certain pages so they appear higher in the search order.
- o Created archive strategy using archiving add-on to remove stale data from confluence.
- o Partnered with the Product Manager to deliver the Content roadmap.
- o Provided recommendations on best practices for client's Atlassian environment moving forward.
- o Created and maintained Confluence spaces and permission schemes.
- o Kept systems up to date by owning configuration, user support, management & administration of the environment.
- o Experimented with different user experiences, content management processes and technical procedures on mobile and desktop.
- o Provided guidance on best practices for their application lifecycle management toolset.
- o Subject matter expert for all Atlassian (JIRA Software, Jira Service Desk, Confluence, Fisheye, Crowd, and Bitbucket) environments.
- o Developed JIRA projects, workflows, screen schemes, custom fields, permission schemes and notification schemes.
- o Designed, built, tested, delivered, monitored, and debugged content search, content archive and system administration activities.
- o Utilized AWS (Amazon Web Services) as a dev environment.

Technologies utilized: Jira Service Desk · JIRA Software · Agile Methodologies · AWS ·

03/2017 – 12/2018	**JIRA Architect, JIRA SME Consultant** iRobot, *designs and builds consumer robots for inside and outside of the home,* Bedford, Massachusetts

- o Streamlined and owned Atlassian tools access/permissions.
- o 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.
- 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 Socialized and 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

09/2017 – 10/2018	**JIRA Architect, JIRA SME Consultant** Parallel Wireless, *developing the architecture of the cellular radio access network,* Nashua, New Hampshire

- o Extended JIRA through better utilization of the Atlassian toolset to create a continuous integration and delivery environment.
- o Provided the architecture for Parallel Wirelesses ALM toolset.
- o Our implementation accommodated agile teams utilizing both agile boards and Kanban boards.
- o 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.
- o 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.
- o Developed dashboards, reports, and advanced filters to provide management/team leaders with meaningful operational/performance metrics and status reports.
- o Lead team meetings and created demo Atlassian instances to provide interactive examples of projects, workflows, spaces, etc.
- o Evaluated, recommended, installed, and configured add-ons to extend JIRA and Confluence functionality and integration of Atlassian software with other applications.
- 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 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.
- o Worked with each department manager to understand their process and see how their process fits into the overall product development lifecycle.
- o Integrated applications, such as SalesForce, so that data elements were shared and displayed in JIRA dashboards and Confluence pages.
- o Utilized Adaptavist's ScriptRunner to create post-function scripts in workflows.

Technologies utilized: Confluence · JIRA Software · Agile Methodologies · Jira Service Desk · Crowd · Bamboo · Bitbucket · Adaptavist ScriptRunner

01/2017 – 12/2019

JIRA Implementation Engineer, JIRA SME Consultant

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

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

06/2013 – 01/2018

Senior JIRA Implementation Engineer Consultant

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

- o Performed migration from DevTrack to JIRA.
- o Used XML export file from the 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 they are 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 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 Performed two training sessions for JIRA administration.

Technologies utilized: JIRA · Jira Agile · Jira Scripting Suite · Agile Methodologies

03/2017 –

JIRA Architect, JIRA SME

08/2017   Pfizer, *an American global pharmaceutical corporation,* New York City, New York

- o Hired as their JIRA Architect to perform high-level work and to oversee a small team of on-site and off-site JIRA Administrators.
- o Designed complex workflow for a change management system including automatic scoring based on answers to questions in the issues.
- o Developed JIRA projects, workflows, screen schemes, custom fields, permission schemes and notification schemes.
- o Utilized Adaptavist ScriptRunner to write several post functions and email scripts.
- o Onboarded new teams to JIRA and mentored existing teams to optimize their workflows.
- o 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

04/2017 –   **JIRA Implementation Engineer, JIRA SME**
07/2017   Burning Glass Technologies, *delivering job market analytics to empower job seekers,* Boston, Massachusetts

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

Technologies utilized: Bitbucket · JIRA · Agile Methodologies · Atlassian

08/2014 –   **Senior Atlassian Implementation Engineer / Architect**
07/2017   South Carolina Department of Health and Human Services, *State Agency,* Columbia, South Carolina

- o Designed and implemented 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 & Medicate 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 Subject matter expert for all Atlassian (JIRA Software, Jira Service Desk, Confluence, Fisheye, Crowd, and Bitbucket) environments.
- o Evaluated, recommended, installed, and configured add-ons to extend JIRA and Confluence functionality and integration of Atlassian software with other applications.
- o Onboarded new teams to JIRA and mentored existing teams to optimize their workflows.
- o Integrated JIRA with Git repository utilizing Bamboo, Crucible, and Stash.

- o Integrated JIRA with Confluence and created spaces to dynamically share information.
- o Created customized dashboards for teams to display pertinent information.
- 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.
- o Supported multiple JIRA instances simultaneously.
- o Developed JIRA projects, workflows, screen schemes, custom fields, permission schemes and notification schemes.
- o Created permission schemes so that certain projects and transitions are available only to specific groups.
- o Upgraded all Atlassian installation as required.
- o Integrated JIRA with Oracle and Microsoft Project Server.

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

04/2016 – **Senior JIRA and Confluence Implementation Engineer**
01/2017 Carbonite, *#1 backup solution for home and business,* Boston, Massachusetts

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

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

02/2014 – **JIRA Implementation Engineer**
04/2015 Tory Burch, *Leader in Women's Designer Apparel,* New York City, New York

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

Technologies utilized: JIRA · Jira Agile · Atlassian

03/2014 – **JIRA Implementation Engineer**
06/2014 Uber, *Premiere network transportation company,* San Francisco, California

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

Technologies utilized: JIRA · Agile Methodologies

12/2013 – **Atlassian Suite Implementation Engineer**
03/2014 Impravata, *Healthcare IT & Communications Solutions*, Lexington, Massachusetts

- o Performed migration from DevTrack to JIRA.
- o Used XML export file from the 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 they are required in the lifecycle.
- o Utilized Behaviours plugin to modify field behavior on workflow screens.
- o Provided recommendations on best practices for client's Atlassian environment moving forward.
- o 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.
- o Performed multiple training sessions for JIRA administration.

Technologies utilized: JIRA · Jira Agile · Atlassian

07/2013 – **Atlassian Suite Implementation Engineer**
12/2013 Turbine, *premier creator + operator of massive, persistent online worlds; Warner Bros. subsidiary*, Needham, MA

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

Technologies utilized: JIRA · Crowd · Agile Methodologies · Atlassian

09/2012 – **Atlassian Suite Implementation Engineer / Architect**
05/2013 Good Technology, *the leader in secure enterprise mobility solutions*, Sunnyvale, California

- 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 a 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 (Jira Agile)

03/2012 – **Atlassian Suite Implementation Engineer**
12/2012 Barrick Gold, *the world's largest gold producer*, Salt Lake City, Utah

- 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 Integrated JIRA and Confluence as trusted applications.
- o Implemented Crowd with single sign-on for the Atlassian applications.
- o Created a new permission scheme so end users only see the projects they need to see.
- o Redirected current URLs to exclude port numbers.
- 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 Modified all screens and added custom fields to better align with current process.
- o Customized workflows to better match the current software development lifecycle.
- o Created new projects for Change Management and Help Desk.
- o There are approximately 20,000 JIRA users at Barrick Gold.

Technologies utilized: Crowd · JIRA · Greenhopper (Jira Agile) · Confluence

11/2011 – **Atlassian Suite Implementation Engineer**
02/2012 Bottomline Technologies, *leading global provider of payments and invoice automation software*, Portland, Maine

- o Evaluated existing and separate Atlassian Suite installations in their Maine, Portsmouth, and Connecticut offices in preparation for complete upgrade and integration into one installation.
- o Migrated from Progress OpenEdge RDBMS to MS SQL Server 2008.
- o Implementation of Rapid Boards for cross project wallboard views.
- o Integrated JIRA with Confluence, Fisheye, Bamboo, Crucible and Crowd and

upgraded all to the latest version.

- o Researched and installed third-party plug-ins for compatibility with upgraded Atlassian product versions.
- o Modified all screens and added custom fields to better align with current process.
- o Customized workflow to match current software development lifecycle.

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

04/2011 –   **JIRA Implementation Engineer**
10/2011   Hasbro, *multinational toy and board game company*, Dedham, Massachusetts

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

Technologies utilized: JIRA · Confluence · Bamboo · Fisheye · Greenhopper (Jira Agile)

01/2010 –   **JIRA Implementation Specialist**
03/2011   Walgreens, *largest drug retailing chain in the United States*, Deerfield, Illinois

- o Designed, installed, configured, and Implemented JIRA to track all issues pertaining to SDLC.
- o Creation of projects for Incident Management, Problem Management, Configuration Management, Change Management and Release Management as the initial core projects.
- o Customized additional JIRA projects to meet various needs from database requests to new project requests.
- o Developed and built numerous workflows to integrate with existing management processes.
- o Evaluated, recommended, installed, and configured add-ons to extend JIRA and Confluence functionality and integration of Atlassian software with other applications.
- o Installed and configured the Subversion plug-in for JIRA.
- o Created user friendly dashboards and calendar views utilizing Atlassian plugins and scripting.
- o Created Production, Development and Test environments for ongoing development of new projects and continuous improvement of current projects.
- o Provided training and support for JIRA teams.
- o Utilized Visio and process integration methodologies to translate process flows into functioning JIRA workflows.
- o Integrated JIRA and the existing version of Confluence with document integration.

- o As Walgreens was undergoing a major eCommerce rebuild, I was tasked with architecting JIRA for the eCommerce rebuild.
- o There were approximately 800 global JIRA users at Walgreens.

Technologies utilized: JIRA · Confluence · Subversion · Atlassian

10/2009 – 01/2010	**JIRA Implementation Specialist** Merck & Co., *one of the largest pharmaceutical companies in the world*, Whitehouse Station, New Jersey

- o Led Jira team in upgrading Jira and Subversion.
- o Upgraded JIRA from version 3.5 to 3.13 on one dev and two test servers in a High Availability environment.
- o Created upgrade documentation including a project plan, test plan, test scripts, and all SLC documentation.
- o Built application on development server, then migrated application and test data to test servers in a high availability environment.
- o Application builds and configuration of Apache/Tomcat and Oracle JDBC connections.
- o Installation included installed plug-ins, customized workflows, and migration of data from XML backup and attachments.
- o Completed project by creating RPM package with documentation for deployment to production servers.
- o 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.
- o Creation of script to dump Subversion repositories to dump files and load repositories into upgraded Subversion.
- o 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.

Technologies utilized: JIRA · Subversion · Atlassian