

Sean Midkiff

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SUMMARY

IT leader and Atlassian platform expert with 20+ years across the stack, from embedded software to enterprise DevSecOps. I lead Atlassian platform strategy and CI/CD delivery for a major financial institution, part architect & part builder, turning busy engineering organizations into effective ones by optimizing the tools they run on, automating the toil, and growing the people behind them. Recent impact spans an enterprise Data Center to Cloud migration, a portfolio of custom Atlassian Forge apps, \$330K+/year in recurring cost savings, and 151k+ vulnerabilities remediated to zero open issues.

SKILLS

- **Atlassian Platform:** Jira, Confluence, JSM, Bitbucket, Forge, Atlassian Cloud, OpsGenie, Fisheye, Crucible, StatusPage
- **DevSecOps & CI/CD:** Jenkins, GitLab CI/CD, Nexus Repository, Nexus Lifecycle (IQ), SonarQube
- **Observability & Cloud:** Splunk, AppDynamics, Datadog, Prometheus, AWS, Salesforce, ServiceNow, Slack
- **Development & Scripting:** PowerShell, Python, Shell, SQL, HTML, Java 21, Spring Boot 3, HTMX, REST APIs
- **AI & LLM Tooling:** Claude, ChatGPT, local LLMs, Claude Skills, model guardrails & penetration testing
- **Ways of Working:** Agile, Scrum, Kanban, Product Management, Change Management, IT Strategy

EXPERIENCE

Ally Financial – Charlotte, NC

Enterprise DevSecOps Lead

Jun 2022 – Present

- Led the enterprise Jira and Confluence Data Center to Cloud migration as lead and primary point of contact, running it with a two-person technical team.
- Migrated 6,500+ Jira and 5,500+ Confluence users across 2,400+ spaces, 3.5M+ work items, and ~1.8M pages.
- De-risked the cutover with 163 trial runs across four candidate strategies before go-live.
- Built a PowerShell issue-key reconciliation utility for Cloud's token-based JQL pagination and mid-migration key renames.
- Built a resumable bulk-archival tool with CSV checkpointing and automatic retry on 502/504 timeouts.
- Shipped a portfolio of custom Atlassian Forge apps that replaced Marketplace tools, cutting roughly \$120K/year in licensing.
- Built a production status and incident-communication app on an async self-chaining pattern that beats Forge's serverless time limits.
- On personal time and resources, built and published Node Status Switcher for Confluence to the Atlassian Marketplace, a free Data Center plugin for the Confluence platform I run that lets admins control cluster traffic without touching the load balancer (drain a node via a forced 503 or set a pre-traffic “dark mode”); recertified for Confluence 10 in 2026.
- Built a model-agnostic AI assistant for Jira and Confluence that connects to local LLMs, Claude, or ChatGPT for in-context issue creation and page summaries.
- Hardened the assistant with built-in guardrails and validated it through cross-model penetration testing.
- Authored custom Claude skills that turn repetitive Cloud ramp-up questions into self-serve answers.
- Modernized a Nexus artifact-management platform serving 250M+ requests per month, and automated IQ quarantine re-evaluation and component export with continuation-token pagination.
- Remediated 151,445 vulnerabilities to zero open issues, with zero security incidents.
- Co-founded an enterprise Jira Council and led a four-person team as Product Owner and Scrum Master, moving the team from Kanban to Scrum.
- Saved \$110K/year by replacing the SonarQube platform with native Jira and Confluence solutions, and consolidated Jenkins from six instances to two.
- Automated AD group provisioning and Atlassian Data Center installs, cutting those processes by 85% and 80%.
- Built PowerShell and SQL reporting pipelines with access controls for enterprise reporting and AI training, and automated Bitbucket permission audits for compliance.
- Established runbooks and a postmortem process adopted across teams, designed a Jira and Nexus Repository workflow for Unix operations, and enabled Slack Legal Hold with Legal.

Ally Financial – Charlotte, NC**Sr Architect / Atlassian Administrator****Nov 2019 – Jun 2022**

- Designed and built the high-availability foundation the platform still runs on: clustered Jira, Jira Service Management, Confluence, and Bitbucket on RHEL Linux for ~5,000 Jira and ~5,000 Confluence users.
- Consolidated multiple Jira and Confluence instances into clustered environments, saving the company \$100K+/year.
- Performed and tested Atlassian platform upgrades at least six times per year per platform, covering version upgrades, compatibility updates, and new node deployment.
- Instrumented the platform with AppDynamics, Datadog, and Prometheus for monitoring and alerting, and built end-user dashboards for system availability.
- Partnered with Agile teams on backlog and sprint management, workflow design, and custom intake forms, and governed Jira and Confluence add-ons against business needs.
- Created the postmortem process for high-impact outages and hosted custom training on Jira, Confluence, Bitbucket, and Sourcetree.
- Performed deep diagnostics and log analysis using Splunk, Eclipse Memory Analyzer, GCViewer, and Atlassian log parsing to keep clustered systems stable.

Ally Financial – Charlotte, NC**IT Business Operations / Jira Administrator****Oct 2018 – Nov 2019**

- Served as sustain architect for Agile teams, providing directive guidance on system implementation and sustainable processes.
- Deployed deep Jira and Jira Service Desk integrations and automation via JQL and REST API, and integrated StatusPage for internal transparency.
- Stood up a server-based Git repository in Bitbucket and integrated it with Jira, Fisheye, and Crucible.
- Implemented server-side monitoring with Datadog and automated alert processing through OpsGenie, StatusPage, and Jira, cutting time to resolution.
- Built a cloud-based monitoring and status platform on AWS and created disaster recovery plans for internal applications.
- Managed Salesforce development projects as project manager in a two-week Scrum cycle, writing requirements, user stories, and test cases.

Ally Financial – Charlotte, NC**IT Analyst / Jira Administrator****Oct 2017 – Oct 2018**

- Built and managed the Jira site for Ally's Change Management organization and helped move it from waterfall to Agile, supporting a few hundred users.
- Created and managed the sprint board, maintained the backlog, and managed releases.
- Managed incident tickets, change requests, and awareness items in ServiceNow and Jira, and spearheaded Kanban training and adoption across the technology teams.
- Administered Salesforce, Velocify, and DocuSign, verified mortgage loan data with SQL, and ran UAT with HP ALM/QC defect tracking.

Earlier Career**2003 – 2017**

- Began in technology as an Embedded Software Engineer at Motorola and owner of Raindrop Web Design, followed by a long AT&T Mobility tenure in sales and finance/operations leadership, technical recruiting at Experis, and independent IT consulting.

EDUCATION, CERTIFICATIONS, & AWARDS

- Harvard Business School — Business Administration
- GitLab CI/CD Specialist — GitLab
- GitLab Certified Associate — GitLab
- Six Sigma Green Belt — AT&T
- Paul Harris Fellow – Rotary International
- Kanban Management Professional - Kanban University
- Confluence, Jira, & Jira work management Fundamentals - Atlassian