Sean Midkiff

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SUMMARY

Experienced IT leader with expertise in managing and optimizing Atlassian tools, driving Agile transformations, and implementing cost-effective technology solutions. Proven track record in enhancing team collaboration, automating workflows, and ensuring secure, compliant environments. Adept at leading cross-functional teams, streamlining processes, and providing strategic guidance to achieve business goals.

SKILLS

- Jira, Confluence, OpsGenie, Bitbucket, Fisheye, Crucible, StatusPage.io
- Jenkins, Nexus Repository, Nexus Lifecycle, SonarQube, GitLab, Splunk, AppDynamics, DataDog
- Slack
- Amazon Web Services (AWS)
- PowerShell, Python, Shell, HTML

- Agile, Scrum, Kansan, Waterfall
- Product Management
- Change Management
- Salesforce Development & Administration
- Vendor Management
- IT Strategy
- Team Leadership

EXPERIENCE

Ally Financial – Charlotte, NC
DevSecOps Lead / Atlassian Administrator   **Jun 2022 – Present**

- Partnered in creating and leading an enterprise 'Jira Council 'to capture business needs, enhance transparency, and align requirements with best practices, reducing work efforts and supporting consistent reporting across teams
- Saved $110k annually by consolidating the SonarQube platform and implementing native Jira & Confluence feature solutions over vendor-purchased software
- Developed two Jira reporting pipelines using CSV exports with PowerShell scripts and a SQL database, implementing access controls and policies to support security, enterprise reporting, and AI training
- Led a team of 4 engineers as Product Owner and Scrum Master, transitioning from Kanban to Scrum, improving throughput and operational efficiency
- Designed a new process for the Unix operations team using Jira and Nexus Repo Manager, enabling workflow automation and package management, reducing enterprise patching time and establishing a structured process
- Created and maintained application runbooks and defined a postmortem process with supporting templates in Jira and Confluence, adopted by several teams to improve efficiency and consistency
- Developed custom intake processes for Enterprise Agile teams using Jira and Confluence, providing best practice strategies to ensure success
- Remediated over 1,200 system vulnerabilities across platforms, ensuring a secure and compliant environment with zero open issues or security incidents
- Automated file transfers, active directory group creations (reducing process time by 85%), and Bitbucket permission audits with PowerShell scripts to ensure IT audit compliance
- Created automated installation scripts for Jira, Confluence, and Bitbucket Data Center, reducing installation time by 80% and minimizing user errors
- Consolidated Jenkins instances from six to two, reducing server costs and maintenance efforts while maintaining service quality

- Collaborated with the legal team to define access and enable Slack's Legal Hold capabilities, and worked on API implementations and app integrations to enhance functionality and compliance

Ally Financial – Charlotte, NC
Sr Architect / Atlassian Administrator   **Nov 2019 – Jun 2022**
- Designed and created clustered Jira, Jira Service Management (Jira Service Desk), Confluence, and Bitbucket environments to provide high availability using Linux RHEL
- Worked closely with Agile teams to implement best practices in utilizing Jira and Confluence including backlog, sprint management, workflows and custom intake forms
- Implemented AppDynamics, Datadog, and Prometheus for cluster and server monitoring and alerting on Atlassian applications
- Combined multiple Jira and Confluence instances into a clustered environments providing a company cost savings of $100k+ per year
- Created documentation and hosted custom training classes for internal customers on using Jira, Confluence, Bitbucket and SourceTree
- Created custom dashboards to provide insight to end users regarding system availability and outages
- Reviewed, assessed, and implemented business needs and system interactions with Jira and Confluence add-ons
- Created postmortem process for transparency on high impact system outages
- Performed in-depth troubleshooting and log analysis using Splunk, Eclipse Memory Analyzer, GCViewer, and Atlassian log parser

Ally Financial – Charlotte, NC
IT Business Operations / Jira Administrator   **Oct 2018 – Nov 2019**
- Acted as sustain system architect for agile teams; providing directive guidance on system implementation and sustainable processes
- Integrated StatusPage system with Jira, Jira Service Desk, and Confluence
- Acted as Operations Project Manager for Salesforce development in a Scrum environment
- Deployed integration with automation scripts in Jira using JQL Queries and REST API
- Implemented server-side statistics and process monitoring using Datadog and automated alert processing with OpsGenie, StatusPage and Jira

Ally Financial – Charlotte, NC
IT Analyst / Jira Administrator   **Oct 2017 – Oct 2018**
- Created and managed Jira and Confluence site for Mortgage
- Designed and created documentation, workflows, and procedures in Jira and Confluence
- Resolved issues and administration for Salesforce, Velocify, Jira, and DocuSign
- Utilized HP Application LifeCycle Management to track and resolve testing defects
- Performed UAT Testing in Salesforce, Velocify / Dial IQ, Mortgage Systems, and DocuSign

Self Employed – Charlotte, NC
Consultant   **Nov 2009 – Oct 2017**
Provided IT Support for business clients and Individuals ranging from: Graphic Design, Website Design, Technical Hardware Support, Software Support, Training, Mobile Device Integration, Social Media, etc.

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