

# Bailey Carroll

baileycarroll@gmail.com | baileycarroll.dev | github.com/baileycarroll

## Skills

---

**Programming Languages:** JavaScript, TypeScript, PHP, Java (8 & 11), CSS, SaSS, NodeJS, Python, Unit/Integration Testing.

**Frameworks/Libraries:** TailwindCSS, React, NextJS, Laravel, Flask, Ruby on Rails.

**Tools:** ELK Stack, Grafana, Docker, MySQL, PostgreSQL, Atlassian, GitHub/GitLab, Linux (Centos, Ubuntu).

**Business Skills:** Technical Documentation, Project Management, Customer Support, Software Development Lifecycle.

## Experience

---

**Sr. Computer Specialist**, University of Washington – Seattle, WA April 2024 – Present

- Upgraded Java 8 libraries for communication between Jira, Confluence, and a custom LDAP service, incorporating X.509 certificate authentication using Key & Trustore(s) in Java 11.
- Redesigned application and database server architecture to restore access to Confluence Plugins, such as LucidChart and GoogleDrive, enabling inbound traffic for public facing components, while securing the database.
- Upgraded servers from Centos7/Postgres 13 to Ubuntu 22.04/Postgres 16, reducing technical debt of the organization and optimizing server count from 7 to 5.
- Delivered a comprehensive guidebook on managing Atlassian products, covering System Administration to End User Guides, enhancing team and user understanding.
- Conducted a cleanup of unused assets in Atlassian systems, improving indexing time by over 200%.
- Implemented change management procedures for Atlassian systems, reducing random, erroneous testing in production and streamlining internal processes.

**Senior Technical Support Engineer, et. al.**, Carbon Robotics – Seattle, WA June 2022 – April 2024

- Designed and led the company-wide rollout of Jira Software through a four-phase release process.
- Developed comprehensive technical design documentation and training materials for Jira and Jira Service Manager configuration.
- Led the implementation of Confluence as the company's primary documentation management solution, achieving 100% user adoption through a two-phase rollout.
- Developed a web application for managing support accounts, leveraging Redis for task scheduling and using Flask and Python to ensure compatibility with existing infrastructure, improving team efficiency by 10%.
- Collaborated with Product and Engineering to develop an MVP for rewriting the application in TypeScript and Go.
- Authored foundational support runbooks and product guides, creating essential resources for team development.
- Conducted routine reviews of support processes, identifying improvements that reduced escalations by 30%.
- Led a project to automate the generation and distribution of weekly Custom Performance Reports, reducing manual effort from 16 hours to 2 hours per week, highlighting product usage and key focus areas.
- Developed and implemented a new hire onboarding and training program, integrating 7 engineers within 4 weeks.
- Acted as the primary escalation point in an on-call rotation, supporting customers from 2 PM to 10 PM Pacific Time.
- Collaborated with the Director of Support to expand the team from 2 to 10 engineers over two years, transitioning from a 6x16 to a 7x24 support schedule to enhance customer availability and success.

**L3 Advanced Support Engineer**, Coupa Software – Seattle, WA March 2020 – June 2022

- Led a global overhaul of training processes, achieving a 45% increase in positive feedback from new hires.
- Delivered training to Senior Technical Support Engineers in collaboration with cross-functional leadership.
- Performed root cause analysis of complex product issues, providing solutions to engineering using MySQL and Ruby.
- Supported unit, integration, and smoke testing during the software release cycle.
- Reimplemented the internal knowledge base in Confluence and Salesforce, enhancing searchability and usability by over 15% for product and troubleshooting documentation.
- Conducted system analysis and monitoring using Kibana, Grafana, MySQL, and Ruby on Rails.

## Projects

---

### **A Warrior's Journey – Author, Self-Published**

[Barnes & Noble Listing](#)

- Authored and self-published a freestyle poetry book, demonstrating strong communication skills. Applied project management techniques to take the book from initial concept to publication, while showcasing resilience, creativity, and an aptitude for tackling challenging subjects—qualities that complement the essential skill of problem solving.

### **Acolyte R.E.A.L.M.S. – Lead Developer**

[github.com/baileycarroll/Acolyte-v4](https://github.com/baileycarroll/Acolyte-v4)

- Designed and developed a custom Remote Engagement and Learning Management System from the ground up, currently developing version 5 with a planned release in mid-2025.
- Utilized a diverse tech stack, including Laravel, MySQL, JavaScript, Vite, MDBootstrap, SaSS and Python, demonstrating proficiency in full-stack development.
- Implemented features that enhance remote learning and engagement, with version 4 tailored for the client un-Traditional Magick, which successfully used the platform for over 3 years.

### **Corpus Vitae – Developer**

[github.com/baileycarroll/CorpusVitae](https://github.com/baileycarroll/CorpusVitae)

- Building a comprehensive fitness, meal, and life-tracking app using Flutter for Android/iOS with a MySQL database for cloud storage, starting with SQLite for local storage and expanding to a web service.
- Designed to track workouts, meals, and various life aspects, featuring an intuitive user interface developed with the Cupertino package for an iOS-like design.

### **Education**

---

**Western Governors University** – BS in Computer Science

May 2025

**Relevant Coursework:** Data Management, Scripting and Programming, Web Development, Network and Security, Advanced Data Management, Data Management - Applications, Scripting and Programming - Applications, Version Control, Java Fundamentals, Java Frameworks, Back-End Programming