

Dancey Apple

Tulsa, OK | (580) 791-0701 | DANCEY.APPLE@PROTON.ME | [linkedin.com/in/dancey-apple/](https://www.linkedin.com/in/dancey-apple/) | <https://github.com/dancey-apple>

Skills Project Management | Leadership | Incident Management | HTML | CSS | JS | Python | SQL | SDLC | Problem Management | Troubleshooting | Interpersonal Skills | Analytical Skills | Jira Administration | Atlassian Suite

Professional Experience

Cisco (contract)

Jira Systems Administrator

Aug 2023 - PRESENT

- **Built and implemented complex automations via scriptrunner and webhooks resulting in roughly 75% increase in efficiency. Many of these automations resolved issues without any human intervention.**
- Responsible for managing Jira workflows, custom fields, user management, and boards across multiple teams.
- Worked with PM's to build and maintain company schemes and workflows, to maximize team efficiency.
- Built and deployed dashboards in Jira and EazyBI displaying metrics and efficiency breakdowns.

SB1671 O.H.L.C. Non-profit

IT Consultant and Project Manager

Dec 2023 - PRESENT

Responsible for all issues and tasks related to Technology, including but not limited to:

- Collaborated with a 3rd party vendor to develop an AR Mobile app for teachers to use in their classrooms. Ensured project timelines and deliverables are met while aligning with organizational goals and budget constraints.
- Acting as a bridge between non-technical stakeholders and technical teams, translating complex technical concepts into layman's terms (and vice versa) to facilitate understanding and alignment.
- Serving as the go-to IT specialist for events and meetings, ensuring seamless technology integration for both in-person and remote participants.

Paycom

Critical Incident Manager

May 2017 - Aug 2023

Oct 2022 - Aug 2023

- **Built a process around facilitating conversations around immediate and safe implementation of client impacting issues involving key stakeholders and leadership. This resulted in 54% of issues resolved the same day and 76% of issues resolved within 2 business days.**
- Facilitated Incident calls and follow up Root Cause Analysis investigations with cross-functional, agile teams, minimizing customer impact.
- Created and maintained 10 Jira Dashboards, and over 15 Confluence pages ensuring team organization and collaboration.

Tier II Application Support Team Lead

Feb 2019 - Oct 2022

- Managed and mentored a team of 5-6 Tier 2 technical support and application service desk analysts, 40% of whom moved on to leadership roles of their own.
- Acted as a point of escalation for Tier 2 support and P1 and P2 issues, resulting in the team meeting SLAs at 87% overall.
- Utilized logging tools such as splunk, and database tools like mySql to troubleshoot reported issues and create bug reports.

Tier II App Support Specialist III

May 2017 - Feb 2019

- Provided P1 and P2 technical support and helpdesk support to client account specialists via JIRA ticketing system, meeting SLAs at 95%.
- Performed troubleshooting processes on 100+ complex software issues per week, resulting in 50% code fixes and updates. Utilizing logging tools such as splunk, and database tools like mySql to troubleshoot reported issues and create bug reports.

Community Involvement

Board Member - Congregation B'nai Emunah

Newsletter Chair and Automation Volunteer - Techlahoma Foundation

Education & Certifications

OKcoders Full Stack Bootcamp - 2024 Cohort

CompTIA IT Fundamentals | Fortinet NSE 1 | Fortinet NSE 2

Boot.dev Full Stack Bootcamp - (self paced) currently ~30% complete

Bachelor of Fine Arts, University of Oklahoma