**11712 Oban Ave**

**Tampa, FL 33617**

**Mobile # (310) 334-9643**

[**Scastaneda2000@yahoo.com**](mailto:Scastaneda2000@yahoo.com)

**Experience**

**Sergio Castaneda Jr.**

**[](https://www.linkedin.com/company/157324/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BTrd95kmNTB%2BXX3nLFz9GDQ%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_view_base-background_details_company)**

**[Apr 2019 – Present Catworkx / Stagil - Tampa, Florida](https://www.linkedin.com/company/157324/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BTrd95kmNTB%2BXX3nLFz9GDQ%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_view_base-background_details_company)**

#### **Atlassian Solutions Consultant**

JIRA and Confluence Admin Experience:

* Update Jira workflows, screens/issue type screen schemes, field configuration,issue type schemes, SLA’s and all project settings
* Create complex automation rules that work with third party Apps utilizing API web requests/webhooks, JQL and Script Runner.
* Maintain permissions and notifications schemes in Jira & Confluence. Integrate Azure AD and AD attributes configurations
* Create, and modify multiple linked Confluence Space contents
* Develop dashboards and advanced filters in Jira and also have exposure to the Big Picture & Advanced Roadmaps tools
* Upgrade Atlassian Suite of Product versions including Jira, Confluence, BitBucket, Bamboo, Artifactory and Sonarqube,
* Install, update, and administer over 100+ Jira add-ons/plug-ins.
* Work with Project Managers and Developers on everthing related to the Atlassian Suite of Products (Jira, JSM, etc.)
* Perform Cloud migrations from Data server versions
* Work with different Atlassian Vendors on integration projects

Atlassian Accreditations:

Atlassian Operations Professional

Atlassian Marketing Professional

Atlassian Technical Sales Professional

ITSM Techincal Delivery Professional

ITSM Sales Professional



#### **Oct 2018 – April 2019 Harris Corporation – Palm Bay, FL**

### **Sr. Enterprise Application Administrator (Contractor)**

\* Support Project Unite to integrate multiple ERP acquired applications

into Harris main ERP system (Cincom/Control)  
\* Recognize Gaps and Opportunities with existing ERP and work with

Development Team toimplement new ERP integration functionality   
\* Work with SQL Server, Oracle, SVN and ClearCase on code deployment   
\* Work with JIRA and Sharepoint on PMand ChangeControl   
\* Work with PeopleSoft for HR/Finance, Cognos/SSRS for BI and

Agile PDM for MRP Engineering   
\* Support Project Management Team on all IT system events through

the different software project's entire Product Life Cycle

\* Work with Compliance to obtain SOAR approval and SOX compliance

\* Implement security policies and procedures to integrate user security



**May 2018 – Sept 2018 Campus Management Corporation –**

**Boca Raton, FL Technical Account Manager**

\* Responsible for Techincal Account Management of CMC’s education clients pertaining to software implementation and integration of CampusVue, Campus Nexus and Talisma with external client applications.

\* Maintain all aspects of SQL Server i.e. DBA functions as well as, Reporting involving SSIS and Crystal Reports and internal SSRS reporting,

\* Assist client install and upgrades related to CMC software in adherenace to Regulatory compliance with the DOE.

\* Provide leadership for client operations staff in terms of all CampusVue related issues and obstacles for all the different modules of the software

\* Make sure all all deliverables are done on time and not exceed budget

\* Manage all customer expectations and make all deliverables are met

\* Act as a Project Manager and lisason for all teams and departments that use the application to address all technical initiatives & requirements

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**Dec 2015 – May 2018 2018ECMC/Zenith Education – Irvine, CA**

**Sr. Application Administrator/Technical Account Manager**

\* Responsible for CampusVue Install, configure, upgrade, tune, diagnose, and oversee internal and third-party application, as well as, prepare the servers on which the applications run. Working under a MS Windows Server 2012 R2 environment.

\* Manages the impact of change to applications within area of responsibility.  
Analyzes and resolves problems associated with server software versions.

\* Troubleshoots application integration with SIS/ERP/CRM (Talisma and SalesForce.com)

\* Works with Project Managers, Integration, DBA’s, Infrastructure, Production Support, Product Management, and Portal teams to troubleshoot issues.

\* Provide Integration support using ETL tools (Tibco and Dell Boomi)

\* Perform DB back-up and restores, peformqueries and work with Stored Prorcedure script changes in a MS SQL Server 2014 environment.

\* Support effort to migrate existing in-house applications to AWS cloud

\* Work with software vendor (Campus Management Corp) on compatabilityissues with new software releases and how if affects internal applications



**Jan 2013 – Dec 2015 5.11 Tactical – Irvine, CA**

**Business Applications Manager BI/EDI**

\* Responsible for application support, development / integration with ERP

\* Responsible for all EDI integration with major Retailers, Dealers and

3PL interfaces with US, Hong Kong, Sweden and Australia offices

\* Implemented Demand Planning / Forecasting system (Logility)

\* Implemented Financial Budgeting and Analysis Reporting (Host Analytics)

\* Implemented ETL tool (Dell-Boomi) to integrate cloud basedapps

(SalesForce.Com, Host Analytics)Business Intelligence and CST B2b solution

\* Implement ERP systems conversion to Microsoft Dyanmics AX for the following modules: Accounting, Inventory and Warehouse Management, Procurement/Sourcing, Retail, Sales/Marketing and Business Intelligence.

**July 2005 – 2013 BUNZL USA, Inc. (TSN-West, LLC) Frederick, CO**

**Regional I.T. Manager**

\* Responsible for all IT support in the Convenience Store Region of Bunzl

\* Support users on ERP, WMS / distribution system and E-Warehouse

applications utilizing RF and VRC equipment for a paper-less system

\* Develop integration of Purchasing and Merchandising teams on the company’s Demand/InventoryPlanning system for VMIcompliance and other Customer based sales and promotional programs

\* Support Accounting department with EFT, EDI, physical Inventory, asset managmentand budget planning application (Hyperion)

\* Provide Telecom / Mobile system support to all users

\* Implemented Level 3 MPLS network connectivity across multiple US locations

**Aug 2003 – July 2005 5.11 Tactical-Modesto, CA**

**Director of I.T.**

1. Maintain and support existing ERP-WMS (ABS),EDI&Accounting systems
2. Responsibe for all aspects of application support and database development in anAS/400 and SQL server 2003 environment.
3. Implemented an integrated purchasing and demand planning/forecasting system (Demand Solutions) operating in a SQL Server envrionment.
4. Providenetwork and telecom support and maintnenace in a Windows Server, Ms-Exchange,Cisco and NORTELenvoironment.

**Education**

1. B.S. Computer Science (Don Bosco Technical College)
2. Project Management Certificate (University of Phoenix)
3. Pursued M.B.A. program at U.C.L.A
4. IBM AS/400 System Administrator/Operator Certification (IBM)
5. Certificates of completion in Ms-Access/VB Development, SQL Server development and Web development using HTML, ASP& Cold Fusion