

Dier A. Hernandez

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PROFESSIONAL SUMMARY

IT veteran and Atlassian Expert Consultant with more than 5 years of experience in managing and administrating enterprise applications leading to great success in the technology and financial worlds. Experience managing software development and delivery, technical teams, and implementing mission-critical systems with enterprise-grade reliability, scale, and security. Competent in cloud/on-premises infrastructure, Agile processes, and project management; relentless learner and team leader.

KEY SKILLS

- Atlassian Expert
 - Project Management
 - Agile/Scrum/Kanban
 - BigPicture/Tempo
- Jira Service Management
 - Python/Java/C++
 - ScriptRunner/Automation
 - Bitbucket/GitHub/Jenkins
- Migrate to Cloud
 - Jira Software
 - Confluence
 - XRay/Qmetry/Zephyr
- SQL/PSQL/Oracle
 - Custom Workflow
 - ITSM/Asset Discovery
 - REST Api/WebHooks

WORK EXPERIENCE

TSOFT
Atlassian Expert SR Consultant

Mexico City, MX
Apr 2022 - Present

- Administered, upgraded and Migrated Jira, Bitbucket and Confluence environments, ensuring lifecycle sustainability and system scalability, achieving a 30% increase in system performance and reliability.
- Led the design and implementation of Jira Projects for various financial institutes and businesses across the US, Mexico, Spain, and Chile, focusing on custom workflows, Automations, ScriptRunner Scripts, WebHooks, RestApi, and testing, aligning IT solutions with business processes.
- Configured and managed Atlassian Marketplace add-ons, including ScriptRunner, JWME, Xray, Qmetry, Zephyr, eazyBI, BigPicture, and Tempo.
- Managed Jira screen, security, and notification schemes, enhancing team collaboration and system security.
- Provided ongoing support for Agile Kanban/Scrum teams, assisting with sprint planning, backlog management, and reporting.

Morelos Middle School
IT Support Specialist | Math & English Teacher

Tepatitlan de Morelos, MX
Aug 2019 - Apr 2022

- Managed and administered Atlassian products, including Jira Software, Jira Service Management, and Confluence, while designing and customizing workflows, issue types, and screens to optimize project management and collaboration processes.
- Conducted routine website maintenance tasks, ensuring all content was up-to-date and resolving any technical issues promptly, resulting in a 10% decrease in customer complaints regarding website functionality.
- Established strong rapport with students by actively communicating and engaging with them during class discussions and individual sessions, creating an inclusive learning environment that led to a 20% increase in student participation and overall satisfaction.
- Implemented innovative teaching strategies such as incorporating real-life examples and interactive activities to enhance student comprehension of math and English concepts, resulting in a 15% improvement in average test scores.

University of Guadalajara
English Teacher

Tepatitlan de Morelos, MX
Aug 2017 - Aug 2019

- Established differentiated instruction techniques to cater to the unique learning needs of each student.
- Developed and executed engaging lesson plans, incorporating interactive activities and multimedia resources.
- Collaborated with a team of teachers to design and implement an intensive English language program for advanced students.

TSOFT
IT System Administrator | HPE Business Software Consultant

Mexico City, MX
Sep 2014 - Aug 2016

- Applied enterprise architecture principles to migrate legacy systems to cloud-based infrastructure, resulting in a 50% reduction in maintenance costs.
- Utilized Agile development methodologies, decreasing software defects by 30% and increasing system efficiency.
- Integrated Micro Focus LoadRunner and SiteScope for continuous monitoring of over 100 servers, improving system stability and uptime by 99%.

EDUCATION

University of Guadalajara
B.S. Computer Engineer

Guadalajara, MX

University of Monterrey Tech (ITSM)
B.S. Electronics and Communications Engineer

Guadalajara, MX

CERTIFICATIONS

- Atlassian ACP-620: Jira Administration
 - Atlassian DevOps Essentials
 - Cloud Technical Sales & Delivery Professional
- Scrum Fundamentals Certified
 - LinkedIn: DevOps, Jenkin
 - Cisco: CCNA1