

Bryan Ditursi

✉ ditursibj@gmail.com 📞 (732)710-9554 🔗 [LinkedIn](#)

ABOUT ME

Software delivery manager who excels at driving high-performing teams to deliver impactful customer outcomes with data-driven approaches, objective based planning and operational excellence. Significant experience as a software development team leader, agile coach and data analyst, but also skilled in release engineering and infrastructure as code.

EXPERIENCE

Appian Corporation, McLean, VA — *Technical Delivery Manager*

JANUARY 2021 - PRESENT

- Created and led our organizations Release operations team, where I managed a team of 5 software engineers focused on fully automating the deploy & release processes for our Low-Code Platform product.
 - Served primarily as a delivery and product manager, where I developed our product backlog based on ongoing stakeholder engagement and market analysis in order to deliver solutions in a timely and impactful manner.
 - Created and maintained all of our team's feature documentation, including initial design diagrams & wireframes, specification documents, implementation documents and architectural decision records (ADRs).
 - Tracked our progress towards delivering impactful solutions by leveraging Objectives and Key Results (OKRs) to quantitatively assess if we are meeting our goals.
 - Our team developed and maintains our Low-Code Platform release candidate pipeline, which builds and distributes over 2,300 release candidates each year.
- Key contributor in our organization's incident response team, where I would facilitate the delivery of a customer remediation (by means of a hotfix) within an agreed upon Service Level Agreement (SLA), typically 24 hours since incident escalation to engineering.
- Jira Server infrastructure and user admin for 800+ users in our engineering department.
 - Actively triaged, prioritized and implemented solutions for Jira help desk tickets.
 - Served as the Tiger team project and implementation manager for migrating our engineering department from Jira Server to Jira Cloud in an 8 month window.
- Active maintainer of our organization's in-house internationalization

SKILLS

- People Leadership
- Product Management
- Product Planning & Roadmapping
- Architectural & Product Diagrams
- Analysis & Reporting
- Jira Power User
- Data Engineering
- Data Visualization
- Python
- Pandas
- Git
- Bash
- AWS (S3, Lambda and EC2 specifically)

ACHIEVEMENTS

AppianWellness Board Member
Appian Impact Award

CERTIFICATIONS

SAFe DevOps Practitioner (SDP)

Certified Scrum Master (CSM)

Kanban Management Professional (KMP)

tool, used to facilitate the translation of millions of product strings in 18 supported locales.

NTT Data Services, McLean, VA — *DevOps Analyst and Quality Coach (DHS USCIS)*

OCTOBER 2017 - JANUARY 2021

- Served as a DevOps quality analyst for several key programs at USCIS, such as the Electronic Immigrations Services (ELIS) and E-VERIFY.
- Created an in-house python ETL pipeline to ingest and visualize data from CI/CD tools used by 50+ USCIS programs, focusing on topics such as delivery & release, code quality, end user experience, and code accessibility.
- Created dashboards that measured each system's operational excellence. The datasets visualized included mean-time-to-restore, service scalability, cycle time (by work type) and customer response rate.
- Published over 20 Jupyter Notebooks to a DataBricks server in order for teams across USCIS to capture and visualize our DevOps metrics datasets at any time.
- Actively coached teams to adapt to the agile environment at USCIS by providing coaching and training, especially in regards to using tools like Jira.

NTT Data Services, McLean, VA — *Project Control Specialist (DHS USCIS)*

DECEMBER 2015 - OCTOBER 2017

- Onboarded and trained new employees coming onto the contract.
- Microsoft SharePoint and Office 365 administrator for our contract team of 80, in addition to our client's division of 100+ employees.
- USCIS Agile Lifecycle Management (ALM) training administrator and analyst.
- Developed and analyzed training data to identify key areas of opportunity to deliver impactful agile training sessions for our client.

NTT Data Services, McLean, VA — *Junior Software Developer*

JANUARY 2015 - DECEMBER 2015

- Developed a local "DataMart" to store accounts payable information, in addition to other finance department metrics.
- Provided local IT support, in addition to serving as an active directory admin for our office of nearly 50 staff.

EDUCATION

Northern Virginia Community College, Sterling, VA — *Web Development & Design Professional Certificate*

AUGUST 2017 - JUNE 2018

- Career studies certificate in front-end and back-end web development and design.
- Experience with popular frameworks like Bootstrap, JQuery, Ajax and React.

Longwood University, Farmville, VA — *B.S. Biological Sciences*

AUGUST 2010 - DECEMBER 2014

- Concentration in Health/Biomedical sciences.
- Proficient understanding of key biological concepts in the Biomedical field • Several courses in Wildlife Biology and conservation, as well as animal sciences.