E. FRANK CANCHARI LAPA

PERSONAL DATA

- London – England
- Citizenship Spanish
- Mail frank.lapa@itexp.co.uk
- Web https://efcanchari.github.io/web-cv-react/
- Mobile **UK** +44 7521 790388 / **ES** +34 672 771 723
- Skype efcanchari

ACADEMIC BACKGROUND

MBA & Big Data and Business Intelligence
ENEB The European Business School of Barcelona (2022 - current)

Bootcamp in Front-End Web Development
edX - Online (2023 – 2024)

Master's in International Project Management
EAE Business School (2019 - 2020)

Bachelor's Degree on Computer Science & Engineering (Unfinished)
Complutense University of Madrid (2010 - 2014)

Associate degree in Telecommunications Systems & Computer
IES Vallecas (2008 - 2010)

Certifications:

DevOps Master, L. N. 5563266.20801027 – **EXIN**

HCTA0-003 Terraform Associate – **HashiCorp**

AWS Certified Cloud Practitioner – **Amazon**

Atlassian Certified Expert Emeritus – **Atlassian**

Atlassian Certified Expert – **Atlassian**

ACP-120 Jira Administrator for Cloud – **Atlassian**

ACP-100 Jira Administrator for Data Center and Server– **Atlassian**

ACP-620 Jira Project Administrator for Cloud – **Atlassian**

ACP-600 Project Administration in Jira Server– **Atlassian**

ACP-400 Jira Service Desk Administration – **Atlassian**

Expert Scrum Master, L. N. 15893 – **European Scrum**

ITIL® Foundation Certificate in IT Service Management, L. N. 5563266.20484148 – **EXIN**

Skills:

Cloud & DevOps: AWS, Azure, Hetzner, Docker, Kubernetes, Terraform, Ansible, Packer, Jenkins, Bitbucket pipelines, Github, GitLab

Atlassian: Cloud, Jira, Confluence, Crowd, Atlassian Access, Forge and Atlassian SDK

Programing: Java, Spring Boot, Groovy, C/C++, React, JS, PHP, HTML, CSS, Python PS, Shell

DB & BI: MS SQL, MySQL, Postgres, EazyBI, Jaspersoft, ELK, Grafana, BI and Data Analysis.

Management: Agile & Scrum expertise, Kaban, SAFe, E2E Project Management, ITIL & ITSM.

Personal: Committed, Punctual, Analytical Skill, Leadership, Communicative.

WORK EXPERIENCE

Atlassian & DevOps SME
WiQU - Freelancer (2021/June – Currently)
As an Atlassian & DevOps SME, I lead the deployment of cloud solutions using AWS and Kubernetes, specializing in infrastructure automation with Terraform. My work encompasses developing CI/CD pipelines via Jenkins, Bamboo, and Bitbucket, integrating advanced monitoring with Prometheus and Grafana. This role combines technical leadership with strategic implementation of SaaS/IaaS frameworks, ensuring robust, scalable deployments.

Projects
-   **Public cloud migration for a major Irish bank**:
    Orchestrated the migration to AWS cloud, implemented an automated deployment pipeline for Atlassian Data Center tools using Terraform, Ansible, and Packer. This project demonstrated my ability to ensure high availability, disaster recovery strategies, and seamless scalability.

- **Santander UK – Agile Transformation:**
  Led the migration from Atlassian On-Premise to Atlassian Cloud, integrated with Azure AD and Atlassian Access. This included user provisioning and migration of multiple Cloud plugins using both standard processes and ad-hoc scripts/software. My expertise was crucial in ensuring a smooth transition and continuity in operations during the agile transformation.

- **The Workshop – Private Cloud and upgrade:**
  Executed the migration and implementation of an automatic deployment pipeline for Atlassian DC products using Ansible, Terraform, and Jenkins, optimizing deployment cycles and enhancing efficiency. This project involved migrating from on-premise into a private cloud environment, demonstrating my skills in private cloud solutions and upgrades.

- **NHS UK Cloud Consolidation:**
  Led a cloud-to-cloud consolidation project, upgrading Atlassian Data Center products on AWS. I integrated these systems with Azure AD and Bamboo SSO, enhancing system reliability and streamlining user authentication processes. My role involved extensive scripting in Python and Groovy for significant Jira Server alterations, ensuring seamless transitions and improved data integrity.

DevOps & Atlassian Solution Architect
XALT – Atlassian Gold Partner (2020/October – 2021/June)
In this role, I focused on the architectural design and deployment of Atlassian solutions across cloud environments like AWS, leveraging Kubernetes for orchestration. I employed infrastructure as code practices using Terraform and Ansible, enhancing automation and scalability. My responsibilities included developing CI/CD pipelines with Bamboo and integrating observability tools such as Prometheus and Grafana to ensure comprehensive system monitoring, supporting complex DevOps initiatives and strategic business solutions.
Projects
- **EEX - Identity access management (IAM) on Jira + Insight:**
  Designed and implemented a robust IAM system on Jira, streamlining access control and enhancing security within cloud environments.

- **Add-on's migration from server to Data Center:**
  Managed the migration of various Atlassian add-ons to a scalable, Data Center environment. Developed a CI/CD release process using Jenkins, Atlassian SDK, Java, Docker, and Ansible playbooks, implemented on AWS and Hetzner. This streamlined plugin deployments and ensured robust version control across environments.

DevOps & Atlassian Solution Architect
NTT Data – Atlassian Gold Partner (2019/July – 2020/September)
As a principal expert, I led DevOps projects utilizing Atlassian tools and integrated these platforms with cloud solutions like AWS and Azure, focusing on Kubernetes for orchestration. I enhanced automation through CI/CD pipelines using Bamboo and Terraform, and improved observability with Prometheus and Grafana. My role emphasized leveraging Agile methodologies to optimize project delivery and enhance IT service management systems
Projects
DevOps in a Box - Automatic deployment of CI/CD tools on AWS and Azure: Engineered and deployed a suite of CI/CD tools across AWS and Azure, establishing a standardized development environment that accelerated deployment cycles and improved operational efficiency.

L3Harris - DevOps transformation under Atlassian + Artifactory: Directed a comprehensive DevOps transformation, integrating Atlassian tools with Artifactory to enhance artifact management and continuous integration processes.

Virgin Media - DevOps transformation of Store app: Orchestrated the DevOps transformation for the storefront application, improving scalability and deployment efficiency across cloud platforms.

DevOps Tools / Atlassian Technical Leader
DXC Technology (2018/July – 2019/July)
I developed new technological lines for cloud platforms such as AWS, utilizing Kubernetes and Terraform for infrastructure automation. My focus was on integrating Atlassian tools with CI/CD technologies like Jenkins and GitLab, and deploying advanced monitoring solutions using Prometheus and Grafana. My role emphasized creating scalable, highly available cloud solutions, enhancing system performance and reliability through strategic DevOps practices.
Projects

Automatic provisioning of Atlassian Tools with Ansible: Automated the provisioning and management of Atlassian tools to enhance infrastructure reliability and operational agility.

Stack tools automatic deployment on Cloud with Terraform + Ansible: Developed and deployed a comprehensive stack of tools on the cloud, demonstrating advanced capabilities in managing cloud-based infrastructure and automated provisioning.

Carrefour - **Zabbix monitoring with Elasticsearch & Grafana**: Implemented a sophisticated monitoring solution for Carrefour, integrating Zabbix with Elasticsearch and Grafana to provide deep insights and real-time data analytics, improving operational visibility and response.

Atlassian Technical Lead
Santander Bank (2017/July – 2018/July)
Scripts development in Groovy & Jython, integration of different products with Jira and Confluence like ALM, GitHub, and Jenkins. Advanced customization of projects, workflows, levels of security, events. Atlassian consulting for the Scrum Masters with Agile methodology.
BI and data analytics with Kibana, Elastic, Excel VBA (REST requests), and integrations with old software applications using RPA tools such as WorkFusion and UiPath. Another additional role I had was to analyze and define integrations of our tools with other applications.
Projects:
- Agile Scrum and SAFe process implementation on Jira
- ARP Robotics Project with Elasticsearch And Jira
- VBA Excel macros integrated with Jira via API REST

Atlassian Expert / Technical leader
Itera Process – Atlassian Platinum Partner (2017/January – 2017/July)
Technical training of Atlassian products, customization, develop of add-ons, scripts and data mining. Working with Jira (Software, Service Desk, Core), Confluence, HipChat, Bitbucket, Bamboo and deploy these Atlassian tools on AWS
Projects:
- Justice ministry – Deploy Confluence & Jira SD
- GMV– Technical users training in Atlassian CI/DC

Atlassian Consultant / Team leader
atSistemas – Atlassian Platinum Partner (2016 – 2017)
Technical consultant and software developer specialized in implementing (customization, configuration, and deployment) of different Atlassian products such as: Jira, Confluence, Bamboo (continuous integration), Bitbucket, HipChat. Also, integration with other tools using REST or SOAP, and developments in Java of add-ons, mobile, desktop app and scripting in Groovy
Projects
- URJC - Students portal support with Jira SD & Confluence
- Ufinet - ITSM & Waterfall process on Atlassian solutions

ITSM Technical Consultant
Econocom – Atlassian Gold Partner (2014 – 2016)

ITSM technical deployment consultant specialized in ITIL, Jira Service Desk, CMDB, SQL, and tools customization for customer needs, using multiple programming languages (Java, C++, C#, .NET, SOAP, REST, Spring) coding ad-hoc solutions.

International Projects
- Ministry of Education – LANDesk MS deployment (Andorra)
- Hotels nH – LANDesk SD migration to Jira SD (Spain, Germany and France)

National Projects
- Seguros RGA - Project Management tool migrated to Atlassian
- Comillas Pontifical University – Student support platform on Jira SD
- Thales Group – LANDdesk Management Suit upgrade and migration
- The Council of Tenerife - ITSM tool migration to Jira SD
- Viscofan - Deploy IT Asset Management with LANDdesk
- Ricoh - Business Intelligence on Jaspersoft

Junior java developer
Liberty Seguros (2013 – 2014)
Front-end developer for various web application projects that are in the company, focused on developing with Maven Java EE, Spring, JSP, JSF, Tiles, jquery, able bootstrap, among other technologies and tools

IT Systems Specialist
Madrid (2011 – 2013)
As I progressed through roles from an IT Support Apprentice to a System IT Support and then a Systems Support Specialist, I honed my skills in server administration, system monitoring, and technical troubleshooting. Starting with foundational server deployment and web development, I advanced to managing complex server environments and providing critical in-situ support for hardware and software incidents in dynamic settings.

Companies
- **Telemadrid:** Monitored systems with Zabbix, VMware; managed Windows Servers. Resolved hardware and software incidents, supported broadcast software.
- **Coyser S.A.:** Administered Windows Server 2003; maintained PCs and servers. Installed routers and Cisco/Siemens IP phones.
- **Chávez-Cano Consultor Internacional:** Deployed Windows Server 2008; provided technical support. Updated website using PHP, HTML, CSS, and JavaScript.

AVAILABILITY   In 15 days