

## 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 have taken on a leadership role in architecture design, plugin development, and the deployment and migrations of Atlassian products within SaaS/IaaS frameworks. My work spans across multiple technologies including AWS, Azure, and Atlassian Cloud, emphasizing my specialization in orchestrating automatic deployments for on-premises solutions through proficient use of Jenkins, Ansible, Terraform, Bamboo, and Bitbucket pipelines.

#### **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 in cloud environments (AWS, Hetzner) and on-premises settings using infrastructure as code practices with Docker, Bamboo, and Ansible. I spearheaded integrations and customizations of Atlassian tools using Atlassian SDK and Groovy, supporting complex DevOps initiatives and providing presales technical support.

#### **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 (Jira Software/SM, Confluence, Bitbucket, Bamboo) and integrated these tools with cloud solutions (Azure, AWS). My role emphasized leveraging Agile methodologies to optimize project delivery and 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 (AWS, Azure) and DevOps solutions, focusing on Atlassian tools (Jira, Confluence) integration with continuous integration tools like Jenkins and GitLab. My role involved deploying monitoring tools such as Zabbix with ELK + Grafana, emphasizing high availability, scalability, and automated cloud infrastructure provisioning using Ansible and Terraform.

#### **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.

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**AVAILABILITY**

In 15 days