E. FRANK CANCHARI LAPA

PERSONAL DATA

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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)
In my role as Atlassian & DevOps SME at WiQU, my responsibilities encompass architecture design, plugin development, and the deployment and migrations of Atlassian products within SaaS/IaaS frameworks, featuring technologies such as AWS, Azure, and Atlassian Cloud. My specialization in orchestrating automatic deployments for on-premises solutions is demonstrated through my adept use of Jenkins, Ansible, Terraform, Bamboo, and Bitbucket pipelines.

Projects
- **One of the top 3 biggest bank in Ireland – Public cloud migration**:
  Orchestrated the migration and implementation of a pipeline for automatic deployment and provisioning of Atlassian Data Center tools using Terraform, Ansible, and Packer, significantly improving infrastructure management and operational workflows on AWS IaaS/PaaS, under S3, RDS, EC2

- **Santander UK – Agile Transformation:**
  Atlassian On-Premise migration to Atlassian Cloud integrated with Azure AD and Atlassian Access, including user provisioning and multiple Cloud plugins data migration using standard process and ad-hoc scripts/software
- **The Workshop – Private Cloud and upgrade:**
  Executed the migration and implementation of an automatic deployment pipeline for Atlassian DC products with Ansible, Terraform, and Jenkins, which optimized deployment cycles and enhanced efficiency. Atlassian DC products upgrade, this project involved on-premise migration into Private Cloud of TWS
- **NHS UK Cloud Consolidation:**
  Led a pivotal migration project and cloud-to- cloud consolidation for the NHS of UK, involving Atlassian Data Center products upgrade on AWS, integrating with Azure AD directory and Bamboo SSO. This crucial project enhanced system reliability and user authentication processes. Additionally, I spearheaded the Zephyr data conversion from Cloud to Xray Data Center, utilizing Python scripts for data export/import via REST API and employed Groovy for significant Jira Server alterations using the Atlassian SDK, ensuring a seamless transition and improved data integrity.

DevOps & Atlassian Solution Architect
XALT – Atlassian Gold Partner (2020/October – 2021/June)
Architecture design and deployment by code on Cloud (AWS, Hetzner) and On Premise for Atlassian solutions using Docker, Bamboo & Ansible. Atlassian tools integrations and customizations with Atlassian SDK, groovy, and add-ons. Presales support from a technical point of view.
Projects
- EEX – Identity access management (IAM) on Jira + Insight
- San Jose International Airport – Atlassian solution presales
- Add-on's migration from server to Data Center

DevOps & Atlassian Solution Architect
NTT Data – Atlassian Gold Partner (2019/July – 2020/September)
Atlassian principal expert deploying DevOps projects under Atlassian tools such as Jira Software/SM, Confluence, Bitbucket, Bamboo, and integration with other solutions deployed in local servers and cloud (Azure, AWS). Working with Agile methodologies and ITMS
Projects
- DevOps in a Box – Automatic deployment of CI/CD tools on AWS and Azure
- L3Harris – DevOps transformation under Atlassian + Artifactory
- Virgin Media – DevOps transformation of Store app

DevOps Tools / Atlassian Technical Leader
DXC Technology (2018/July – 2019/July)
Open new technological lines for Cloud (AWS, Azure) and DevOps solutions focused on Atlassian tools (Jira, Confluence) and integrated with other solutions as Jenkins and GitLab, deploying also monitoring tools like Zabbix with ELK + Grafana.
Applications on architectures with High Availability and Scalability, unattended and automatic deployment of infrastructure, and provisioning using Ansible and Terraform.
Projects
- Automatic provisioning of Atlassian Tools with Ansible
- Stack tools automatic deployment on Cloud with Terraform + Ansible
- Carrefour – Zabbix monitoring with Elasticsearch & Grafana

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