

**James (Jim) Stagg** | 770-710-3459 | [jstagg@gmail.com](mailto:jstagg@gmail.com) | 6397 Stanbrough Ln Dallas GA 30157

Hi! Thanks for reading! Few things about me up front. I've made a career of being accountable for things I build and things you've built. I look out for my team, and that includes making sure my boss remains employed. My first priority is availability; if systems aren't available, value can't be delivered. While I can lead a team, I get just as much fulfillment pulling my hands on a keyboard to write a script, drawing out ideas on a dry erase board or presenting in front of a large crowd!

## EXPERIENCE

### S.P. Richards Company

Applications Development Manager - October 2015 to Present

- **2020:** Mostly about recovering from our HQ/data center fire with a side of COVID-19
  - Managed major systems testing as part of data center moves
  - Assumed management of database team
  - Migrated over 50% of order line volume to new OMS
  - Handled a doubling of order volume due to pandemic buying patterns
- **2019:** Amplifying the feedback loops:
  - We moved 95% of deployments to non-impacting, daily events (was 15% in 2018)
  - Added management responsibility for ESB app admin to the team
  - Operated as onsite liaison for IT Ops team (i.e.- I was the neck to choke so Ops could work) at the DR site in the weeks following the fire
- **2018:** Designing a better way:
  - Picked to lead our "sustaining" team
  - Architected a promising solution that turned a top 20 customer into a top 5 customer
  - Added management responsibility for Sterling OMS architecture to the team
- **2017:** Delivering on commitments:
  - ASP.NET team delivered major sales order entry & editing additions
  - We deliver the first CI/CD pipelines for Sterling OMS
  - Adopted Kanban process for visualizing team flow
- **2016:** Creeping the scope, but in a good way:
  - Chosen to lead ASP.NET team and drove our new sales order entry app to completion
  - Added management responsibility for Sterling OMS application administration to the team
- **2015:** Things get interesting:
  - My Classic ASP team delivered two major new channels of business
  - Swapped out JBoss Messaging for HornetQ for JMS messaging
  - Assumed management responsibility for:
    - Customer-facing web portal
    - Jenkins CI/CD pipelines & on-prem GitLab repo
    - Rebates financial applications

Application Architect (IBM Sterling OMS) - November 2010 to October 2015

- Implemented Promising Module in Sterling OMS
- Implemented Pricing & Inventory modules
- Implemented History Data module

- Stabilized deployment process. Presented at IBM Smarter Commerce Global Summit

#### Application Administrator - June 2006 to October 2010

- Implemented Purchasing and master data loading modules
- Implemented PROS pricing & analytics solutions, primary role was ETL developer
- Led Axapta 4/Sterling OMS project, primarily PM and implementer
- Integrated Horizon subsidiary network into SPR network, primarily systems architect

#### Senior Windows System Administrator - January 2001 to June 2006

- Led migration from NT4 to Active Directory project
- Managed legacy OMS platform migration project, primarily as PM and tester
- Created & tested SPR's initial Windows system disaster recovery plan
- Administered SPR's first AS/400 systems

### Dealergain.com

#### Systems Administrator - September 2000 to December 2000

- 2000: Windows/Linux sysadmin support for startup Dealergain.com. (Lost funding in Dec. 2000)

### Expo.net

#### Unix Systems Administrator/Web Developer - April 1999 to August 2000

- 1999: Worked one-on-one with clients to create custom web solutions

### Sportime International

#### Systems Analyst/Graphic Designer - July 1994 to March 1999

- Created first web sites for all Sportime catalogs
- Moved to full-time sysadmin role
- Created pre-press coordinator position (annual cost savings of \$90k)

### Fulton County Daily Report

#### Art Director/Macintosh Systems Manager - September 1990 to June 1994

- Promoted to department head to manage daily paper production and special projects
- Coordinated daily newspaper production and art directed photo shoots for special projects
- Implemented new Macintosh-based newspaper production system

## EDUCATION

### Embry-Riddle Aeronautical University

Bachelor of Science in Technical Management

Graduated Summa Cum Laude

## Stack/Platform/Tools/Topics/Roles

**Ask me about any of them, and I might not stop talking!** DevOps practitioner, Application Reliability Team Manager, Kanban believer, Lean practitioner, Sterling Order Management Architect, Redhat JBoss, Redhat HornetQ JMS, PagerDuty, Datadog, Ansible, MongoDB, Oracle DBs, SQL Server, Apache ServiceMix, Apache JMeter, IIS, Java, ASP.NET, Perl, Bash, Docker, Jenkins, GitLab, GitHub, Apache HTTPD, Nginx, Redhat Enterprise Linux, CentOS, Ubuntu, Debian, FreeBSD, OpenBSD, Axapta, Microsoft Dynamics AX, IT Operations, Disaster Recovery, Business Continuity, Kubernetes