James (Jim) Stagg

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App Dev Manager, Architect, DevOps Practitioner, Site Reliability Engineer

I guide large, diverse, global teams to deliver value through empathy and systems thinking. I manage the design, development and site reliability efforts of custom and packaged applications. A well-rounded set of IT experiences informs my perspective, including development management, audit remediation, systems operation, security remediation, customer support, vendor management and a real-life disaster recovery scenario. I'm a nerd for platforms, DevOps and a million oddball technical thingies!

Experience

Southern Company

Application Development Supervisor assigned to Southern Company Gas

May 2021 to Present

If you live in the footprint of Southern Company Gas, you are my customer! Look at the meter outside your home or business, think of the line connecting it to the gas main and then consider all of the monitoring and inspections needed to keep that system healthy, and you have a good idea of what my team does! When you dial 811 before you dig or 911 because you smell gas, those are our systems making sure someone shows up. And if you DO smell gas, leave the area immediately and then call 911. Safety first!

As a Manager (the title says "supervisor," but it is a development manager role)
- I manage 5 distinct application areas for new development and for support:
  - Asset & Compliance: utility assets in the field and their inspections
  - BizTalk & Integration: integration between 70+ applications
  - Field & Work Management: directing the work of technicians via work orders
  - Gas Operations: storing, moving and predicting the demand for natural gas
  - GIS & Engineering: finding geographic "points in the dirt" to locate assets and facilities
- Team sizes I manage
  - 16 full-time employees (and growing)
  - 165 contractors (across 4 vendors and multiple projects)
- Vendor management
  - Meet regularly with multiple vendors, mostly for contractor management
  - Create & approve statements of work for projects and maintenance work
- Major projects
  - Earned two Southern Excellence Awards for work on major projects in 2021
  - Management of all full-time and contractor developers, including critical issue resolution
  - Involved in estimation process up front (please, ask what I think about the value of estimates)
- Audit & Legal
  - Involved in audit needs for applications involved in regulatory & compliance issues
- Security
  - Incident response
  - Research & remediation

S.P. Richards Company

Applications Development Manager
October 2015 to May 2021

As a Manager

- Managed successful implementation of customer-facing and internal-facing sales analytics applications in 2021
- Increased revenue by 3 basis points through a residential parcel billing project in 2020
- My team was ahead of everyone in terms of pandemic readiness because of our prior game-planning for distributed working
- Reduced system-based warehouse exceptions by 90-percent in 2020
- Moved over 50% of order line volume to new OMS in 2020
- Moved primary and disaster recovery data centers in 2020
- Integrated DBAs into Application Reliability team in 2020
- Drove 95% of deployments to become non-impacting, daily events by 2019 (was 15% in 2018)
- Created Application Reliability Team (think "SRE Team") in 2018
- Guided .NET dev team to deliver major additions to customer portal in 2017
- Stabilized .NET dev team upon inheritance who had 400-percent turnover in a year in 2016
- Upgraded & supported custom Java customer rebates financial applications in 2017
- Evangelized and adopted Kanban process for visualizing team workflow
- Developed runbooks for common activities

As an Architect

- Turned a top 20 customer into our #3 customer by designing a new promising solution
- Decomposed legacy Backorder Allocation function into a microservice pattern
- Reimagined business continuance capabilities in hyper-converged virtual infrastructure

As Security professional

- Migrated web portal authentication system from custom RDBMS to Active Directory
- Implemented Whitehat Sentinel (SAST) solution into delivery pipeline
- Penetration testing remediation (with Black Lantern Security)
- Updated a homegrown authorization/tokenization system to meet modern standards

As a DevOps practitioner

- Deep dive into Java code for incident resolution
- Created incident monitoring with PagerDuty via Perl, Bash and Python
- Created public dashboards of KPIs with Datadog via Perl, Bash and Python
- Created key systems monitoring with Perl, Bash and Python
- Created CI/CD pipelines with Jenkins and Groovy
- Reduced costs and risks with JMeter through load and stress testing
- Created defensive web application verification with Selenium
- Created defensive web service verification with Jmeter
- Wrappered fragile processes with circuit breaking programs

As a developer

- Coded common operational reporting framework in Perl
- Coded Go programs to support sales analytics project
- Coded Perl programs for application orchestration and file management

- Coded UBL programs for residential parcel billing project
- Modified SSRS reports to use new SSAS dimensions

Application Architect

November 2010 to October 2015

- Designed/build/support of custom Java applications (financials, interfaces, etc)
- Designed/implemented Promising Module in Sterling OMS with custom Java and Apache Camel to orchestrate service calls into Promising Module
- Designed/implemented highly performant Pricing & Inventory modules in Sterling OMS
- Designed and implemented a RDBMS/NoSQL CQRS solution to bridge two separate order management backends with Oracle, SQL Server and MongoDB
- Designed/implemented History Data Loading module in Sterling OMS
- Stabilized deployment process with Bash scripts, GitLab as SCM and Ant for builds
- Presented at IBM Smarter Commerce Global Summit
- UI proof of concept with Sterling OMS COM module
- Upgraded Sterling OMS from 8.5 to 9.1

Application Administrator

June 2006 to October 2010

- Drove standardization of Java Ant build pipeline for custom and packaged Java delivery
- Implemented Purchasing and master data loading modules in Sterling OMS
- Developed Jitterbit/SQL Server ETL integrations for pricing & analytics project
- Created extensive monitoring/automated recovery scripts in Perl for Axapta
- Led Axapta 4/Sterling OMS project as PM, tester, admin and X++ developer
- Integrated Horizon subsidiary network into SPR network

Senior Windows System Administrator

January 2001 to June 2006

- Led migration from Window NT 4.0 Domain to Active Directory project
- Built first web server farm behind F5 LTM for customer-facing portal
- Led many network/system integration projects to fold subsidiaries into SPR
- Managed legacy OMS migration project from DG/UX to HP-UX
- Created SPR's first Windows system disaster recovery plan
- Administered SPR's first IBM AS/400 systems

Dealergain.com

Systems Administrator

September 2000 to December 2000

- Supported Windows & Linux systems (Dealergain lost funding in Dec. 2000)

Expo.net

Unix Systems Administrator/Web Developer

April 1999 to August 2000

- Created custom web solutions one-on-one with clients
- Supported Apache HTTPD and Perl on FreeBSD and Linux web servers
- Served as Windows SME

Sportime International

Systems Analyst/Graphic Designer

July 1994 to March 1999

- Created first web sites for all Sportime catalogs
- Created e-commerce site with Apache HTTPD, PHP & PostgreSQL
- Supported AS/400 and Novell Netware servers
- Realized annual cost savings of $90k via the pre-press coordinator position I created

Fulton County Daily Report

Art Director/Macintosh Systems Manager

September 1990 to June 1994

- Managed Art Department's daily newspaper production and special projects
- Art directed photo shoots and designs for special projects
- Created Mac-based publishing system with QuarkXPress, Adobe Photoshop & Illustrator

Education

Embry-Riddle Aeronautical University
Bachelor of Science in Technical Management, Logistics Concentration
Graduated Summa Cum Laude (3.963)

Certifications

AWS Certified Cloud Practitioner
GCP Associate Cloud Engineer