

# James (Jim) Stagg

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**App Dev Manager, Architect, DevOps Practitioner, SRE,  
NoSQL/RDBMS Manager, ☺ ♥ Perl! (and yes, I still code!)**

Join me at a dry erase board, and we'll be friends for life! I guide diverse teams to deliver value through empathy and systems thinking. I manage the design, development and site reliability efforts of custom and packaged applications, CI/CD systems and database platforms. A well-rounded set of IT experiences informs my perspective, including front-line support, systems operation, security remediation, stakeholder relations, executive presentation, customer-facing support, vendor management and a real-life disaster recovery scenario. If it's a hard problem to solve, it probably comes to me!

Deep experience architecting & owning enterprise Java-based custom and packaged applications. Much of that is legacy systems co-habitation and replacement, including designing stranglers to ease replacement as well as front-ending new/legacy applications with a customer-facing web application. Happy to discuss my time with modern architectural patterns (microservices, stranglers, circuit breakers and CQRS). I'm experienced with resiliency approaches using network-level abstractions with F5 NLBs or Nginx. I code in Perl, Bash, Go, Python, Complex SQL, Java, a bit of Groovy and some UBL.

## Experience

### S.P. Richards Company

#### Applications Development Manager

*October 2015 to Present*

##### 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 gameplanning 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
- Implemented Oracle Exadata Machine 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 a top 5 customer by designing a new promising solution
- Decomposed legacy Backorder Allocation function into a microservice pattern
- Reimagined business continuance capabilities in hyperconverged virtual infrastructure
- Designed solution to decompose and reassemble large orders for easier handling
- Designed a modular approach to increasing order management system capacity
- Designed strangler services for legacy routing web services
- Designed an inventory abstraction layer to decouple and minimize system downtime using an event sourcing approach
- Designed several blue/green deployment approaches

## 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
- Dynamic network isolation project
- Attack surface reduction analysis
- Potential breach investigation

## As a DevOps practitioner

- Routinely research 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
- Wrapped 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
- Created containerized Docker/Go/Redis web service proof of concept
- Created containerized Docker/Go/MongoDB web service proof of concept
- Created containerized Docker/CouchDB web service proof of concept
- Created AWS Amazon Keyspaces (Cassandra DB) proof of concept

## 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
- 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