**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 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
* 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
* Adopted Azure DevOps platform alongside Jenkins/GitLab/Team Foundation Server
* 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 hyper-converged 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
* 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
* 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 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