Kelly Dadisman

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Experience

Northrop Grumman   Remote
Principal Software Engineer   2022 – Present

- Serving as a Subject Matter Expert (SME) for JIRA and Confluence.
- Evaluating new Confluence and JIRA plugins (including their functionalities, users' benefits, UI improvement, and Cost).
- Updating existing workflows, custom fields, screens, issue types once approved by the Configuration Management Stakeholders.
- Designing and developing visually appealing and user-friendly Confluence pages using macros such as Livesearch, Navitabs, MultiExcerpt, and Optics.
- Applying Better Content Archiving and Analytics to optimize content lifecycle and user engagement
- Utilizing Table Filter, Charts & Spreadsheets for Confluence to present JIRA data through dynamic visualizations (e.g., pie charts, tables).
- Integrating JIRA issues into Confluence pages for streamlined visibility of project activities and test procedures.
- Building and managing customized JIRA dashboards using Great Gadgets, Rich Filters, eazyBI Reports, Structure, and Advanced Roadmaps for enhanced reporting and team alignment.
- Migrating projects between JIRA instances using structured CSV processes.
- Documenting how-to guides and updates in Confluence to build a searchable knowledge base.

Northrop Grumman – Astro Aerospace   Remote
Principal Quality Assurance Analyst   2017 – 2022

- Managed and updated change-control documents including various special certifications, forms, policies and procedures, Quality Management System (QMS) processes and documents, and metric reports.
- Created and maintained audit schedules, internal audit checklists, conducting internal audits, issuing audit and Corrective Action Reports (CARs).
- Collaborated with managers on CARs' root-cause analysis, defining corrective actions plans, and facilitating CARs to closure utilizing MS Project.
- Established and maintained working relationships with SMEs, peers, upper-management and other internal customers.
- Designed and executed continuous improvement concepts, processes, and tools.
- Communicated with functional managers on developing and reporting metrics.
- Coordinated with the QA manager on gathering requirements to develop the Document Management System (DMS) user interface, and other in-house QMS-related applications.
- Performed DMS User Acceptance Testing, developing user guides and training materials.

Pearson Education, Inc.   Chandler, AZ
Systems Developer / Software Configuration Management Engineer   2005 – 2016

- Completed Agile and non-Agile JIRA projects from end to end. Gathered business software requirements; developed workflows, custom fields, screen schemes, and permission/notification schemes; created testing scenarios and implemented projects.
- Served as an internal SME and partnered with cross-functional teams (PMO staff, project managers, and other stakeholders) to recommend the optimal JIRA workflow. Organized the project and provided overall training.
- Facilitated and participated in Scrum Release Planning, Daily Standup, Sprint Review and Retrospective meetings.

- Liaised with product managers/owners, business analysts, development and test teams.
- Prepared requirements, created stories, and participated in backlog grooming sessions.
- Presented live demonstrations, training on JIRA software, JIRA Agile, JIRA Service Desk, and other Atlassian tools for engineers, project managers, and non-technical users on site and via WebEx.
- Conducted training and facilitated communication by mentoring new team members on tools, departmental processes and managed process improvement.
- Communicated best practices and provided recommendations to end users when implementing process within JIRA.
- Managed accounts, user onboarding, and project access to most of Atlassian products; installed, tested, and audited add-ons for Bitbucket, Confluence and JIRA.
- Assisted team members to support new software implementations and existing applications upgrades, bug fixes, and new features.
- Monitored and audited existing knowledge base content and built new content to support ongoing process improvement.
- Served as primary conduit of information to the tools team for troubleshooting, problem investigation and root-cause determination for application or add-on issues.
- Resolved application issues in a timely manner by monitoring Service Helpdesk queue to respond to questions. Evaluated and investigated complex issues to determine expert support service actions.
- Successfully collaborated with third-party vendors to resolve advance tools issues.
- Managed application link integrations to allow communication between Atlassian tools, including JIRA Service Desk, HipChat and "Salesforce and JIRA Server Connector."
- Facilitated Change Control Board (CCB), Change Advisory Board (CAB), and General Availability Software Release meetings

L-3 Communications   Anaheim, CA
Software Configuration Management Engineer   2002 – 2005
- Collaborated with engineering teams to build software packages and worked with QA team members for build verifications and other SCM-related tasks, effectively and efficiently managed software licenses.
- Worked with internal buyers and external vendors in purchasing software licenses, and PC-related hardware.
- Managed software licenses to make sure they were in compliance.

Skills and Technologies

Skills: Quality Assurance, Software Configuration Management, Systems Development, Program Management, Project Management, Risk Management, Change Management, Service Desk, Product Release, Agile, Waterfall, Knowledge Base Documentation, Data Visualization, SaaS, PaaS, FaaS

Technologies: JIRA (Software, Service Desk, Advanced Roadmaps), Confluence, ServiceNow, Postman, Paessler PRTG, PowerShell, Linux, MacOS, Windows, Office 365, Excel, SharePoint, Visio, Adobe Acrobat, AS9100:D, GitHub, Notion, Livesearch, Navitabs

Education and Certifications

Certified Scrum Master | International Scrum Institute

University of Redlands   2002
Bachelor of Science, Information Systems | Redlands, California