

Russell Stadler Last update on May 8, 2020

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Summary

IT/Systems Engineer with deep knowledge of the Atlassian stack and experience managing technical support teams.

Experience

Airbnb

SAN FRANCISCO, CA

Senior Jira Developer (Contract)

Jan '19 – Aug '19

Systems Engineer

Aug '19 – present

Initially engaged with the Productivity Tools team specifically to help improve Jira use company-wide. Later shifted focus to automation and standardization to improve efficiency across tools.

- Atlassian administrator operating Jira and Confluence at scale
- Jira customization using both native tools and plugins/scripts e.g. Scriptrunner, JEMH, etc.
- Chef and Terraform for automation of Jira/Confluence upgrades and migrations
- Platform advocacy and training to drive adoption of our tools
- Automation and process implementation to reduce manual error
- Developed tools integrated with Jira, LDAP, Mulesoft, Slack, Github, etc.
- Implemented Change Management process using Jira, for multiple teams
- Migrate teams from manual email-driven processes to automated, auditable, Jira workflows
- Reduced copy/paste code and trained teammates in improving code reuse

EasyPost

SAN FRANCISCO, CA

Senior Support Engineer (API)

Jul '17 – Nov '17

API Support Lead

Nov '17 – Dec '17

API Support Team Manager

Jan '18 – Dec '18

Joined as a Senior Support Engineer and quickly took on additional responsibility as the company's product offerings expanded, culminating in being the Manager of the API Support Team.

- Hired, Trained, and Led a team of API Support Engineers
- Identified or recorded product bugs based on customer reports or proactive analysis of error patterns
- Thorough knowledge of API features, novel uses, and shortcomings
- Improved public-facing documentation to reduce ticket load
- Created and documented team processes
- Technical escalation point for junior team members
- Mentored team members and advocated for their promotions with other teams
- Incident response and communications when systems failed
- Built reporting dashboards and analysis tools for internal metrics review
- Facilitated cross-team coordination and knowledge sharing to improve products and customer experience

Atlassian

SAN FRANCISCO, CA

Software Support Engineer (Jira Server)

Apr '16 – Jun '17

As part of Atlassian's Customer Support and Success team, I used my Jira expertise to help system administrators, Jira administrators, and end-users, solve their problems and get the best possible experience out of using Atlassian's suite of tools.

- Configuration and troubleshooting for Jira tools suite
- Step by step assistance with installations and migrations
- Performance tuning of Jira, JVM, and database backend
- Heap and thread analysis in service of root cause analysis

Zynga

Senior IT Support Technician

SAN FRANCISCO, CA

Mar '14 – Apr '16

As part of Zynga's IT team I helped troubleshoot myriad computer and mobile device issues, managed Zynga's library of testing mobile devices, and partnered closely with IT Engineering, Operations, and Access teams to support Zynga's global operations.

- Device management with combination of tools including JAMF Casper Suite, Group Policy controls, and others
- Training and mentorship for interns through the Year Up program
- Enroll and update library of mobile devices via Airwatch MDM
- Set up and break down hardware as part of acquisitions and office closure
- Basic Python scripting to extend Jira reporting for Helpdesk ticket analytics

Mindwalk Studios

Project Manager

BEIJING, CHINA

Apr '07 – Mar '14

Systems Administrator & IT Manager

Jun '11 – Mar '14

Mindwalk Studios is an elite partner for digital art and animation production for the games industry. I project managed many 25+ artist projects to completion both on time and within budget.

As the company scaled up from 30 to 100 artists, I designed and implemented numerous initiatives to improve tooling, process, and documentation, in order to enable our continuing expansion as well as ease some of the growing pains we encountered.

Skills

Certifications: Atlassian Certified Professional Jira Service Desk Administrator

Atlassian Certified Professional System Administrator

Atlassian Certified Professional Jira Administrator

Atlassian Certified in Jira Project Administration

Spoken languages: English (*mother tongue*), Mandarin Chinese (*limited working proficiency*).

Education

The University of Chicago

BA in Mathematics & BA in Economics

CHICAGO, IL

2002 – 2006