

# Sean Meenaghan

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## Summary

- Backend-leaning software engineer with 2+ years professional experience in software development lifecycle and systems engineering. My background is primarily backend development, business process automation, system integrations, platform administration, automated testing, and CI/CD pipelines.

## Experience

### Software Engineer | Starbucks Coffee Company

December 2023 – July 2025

- Developed system integrations, business process automations, and CLI tools using **TypeScript**, **Python**, and **AI** coding assistants to automate platform administration, significantly reducing manual effort and operational costs.
- System administrator of Atlassian Jira & Confluence, supporting over 5,000 users each.
- Major contributor to Atlassian Cloud Migration project to unlock new capabilities, facilitate global collaboration, reduce operational overhead, and deliver \$1.42M/year in savings w/ 90% faster reporting.
- Engineered Active Directory group sync integration to support identity management and access control in Atlassian Cloud, reducing group sync overhead by 98.5% (~100k groups down to ~1.5k).
- Developed a full stack mass-email system, providing a simple user interface in Jira for platform admins to mass-email users of Jira, Confluence, and/or Jira Service Management. Provides a simple, scalable method to communicate platform changes, Cloud migration project status, and timeline.
- Researched 3rd-party app usage in Jira & Confluence Data Center to help phase out apps made redundant by Atlassian Cloud, reducing current and future costs by >= \$50k annually.
- Ran SQL queries in legacy PostgreSQL database storing licensing metrics on Jira & Confluence Data Center to accurately forecast future licensing projections and costs.
- Created DataDog dashboard to track Jira and Confluence licensing metrics over time, with monitors to alert when high thresholds are breached.
- Developed a custom CLI tool to extract audit logs from Jira and Confluence Cloud, formatting them for ingestion by a Splunk Universal Forwarder to meet security compliance requirements.
- Played crucial role in Jira Service Management (JSM) deprecation, consolidating intake workflows into ServiceNow across the enterprise, contributing to cost savings >\$100k/year through platform rationalization.
- Launched a testing framework to streamline QA efforts across the team, encouraging well-tested software with >= 60% code coverage, focused on testing the most critical & high-impact components of code.
- Contributed consistently to code reviews to promote high coding standards and collaborative solution design across the engineering team.
- Contributed to formal change management processes, ensuring production changes were safe, well-documented, and communicated effectively to minimize downtime and user disruption.
- Created and maintained detailed documentation on software tools, applications, automations, and team/operational SOPs to proactively reduce and prevent technical debt.

### Senior Service Desk Analyst | Starbucks Coffee Company

July 2023 – December 2023

- Demonstrated advanced coding proficiency and understanding of the software development lifecycle, leading to an in-line promotion to Software Engineer.
- Created **Python automations** that eliminated manual processes at the Service Desk, driving operational efficiency and delivering cost savings exceeding seven figures annually across multiple teams.
- Spearheaded automated software testing practices for new and existing code.
- Implemented **CI/CD pipelines** using **GitHub Actions**, improving software deployment reliability and speed.

- Delivered white-glove support for complex technical issues escalated beyond Tier 1 and 2, successfully resolving cases that had previously gone unresolved.
- Collaborated with cross-functional teams to build strong partnerships and enhance knowledge sharing, empowering Tier 1 and 2 teams to resolve a greater volume of issues independently.
- Provided guidance and support to junior analysts, contributing to their technical growth and improved performance.
- Worked in an **Agile** environment using Jira for sprint planning, daily standups, and retrospectives to drive continuous improvement and team alignment.

### **Service Desk Analyst | Apex Systems, LLC (contract w/ Starbucks Coffee Company)**

November 2021 – May 2023

- Built **Python tool** for retrieving recovery keys via API, decreasing retrieval time by approx. 10x, reducing call-handling time for a top 5 Service Desk call driver (MacBook lock-out recovery).
- Provides technical troubleshooting expertise to approx. 15,000 retail stores and hundreds of remote end users across the enterprise in a mixed OS environment (macOS and Windows).
- Rapidly resolves hardware failures, software malfunctions, network related incidents, exceeding call-handling time expectations, first-contact resolution >50% and >=100 contacts/week, on avg.
- Communicates well with technical and non-technical audiences alike; educates others to facilitate a better understanding of technology.
- Professional ticket documentation completed in ServiceNow.

### Skills

- TypeScript, JavaScript, Node.js, React.js, Python, Groovy, Java, git, GitHub Actions, CICD, OOP, OOD, Jira admin, Confluence admin, Atlassian Cloud, ServiceNow, DataDog, Splunk, SQL, Agile

### Education

- **Bachelor of Science in Software Development – Western Governors University**

### Certifications

- **AWS Certified Cloud Practitioner**