

# Sean Meenaghan

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## Summary

- Backend-focused 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** and **Python** to streamline the administration of platforms, 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. Licensing metrics provided to DataDog via TypeScript scripts scheduled via GitHub Actions.
- Pioneered adoption of Atlassian Forge to support company-wide Atlassian Cloud migration, enabling the development of custom cloud-compatible solutions and establishing foundational knowledge for future Jira Cloud extensibility.
- 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, Node.js, React.js, Python, 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** – 2019 – 2022

#### Certifications

- **AWS Certified Cloud Practitioner**