Russell Stadler *Last update on May 11, 2020*

linkedin.com/in/rstadler

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 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 (20000+ users)
- Jira customization using both native tools and plugins/scripts e.g. Scriptrunner Groovy, Python, Apache Velocity, etc.
- Chef and Terraform for automation of distributed systems upgrades and migrations
- Platform advocacy along with training development and delivery to drive adoption of our tools
- Automation and process implementation to reduce manual error
- Developed integrations between Jira, LDAP, Mulesoft, Slack, Github, etc.
- Implemented Change Management process and tools across product development organisation
- Migrate teams from manual email-driven processes to automated, auditable, workflows
- Reduced copy/paste code and mentored junior engineers 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 spanning multiple states
- Identified and recorded product bugs based on a combination of customer reports and proactive analysis of error patterns
- Developed thorough knowledge of API features, novel uses, and new feature requirements
- Improved public-facing documentation to reduce ticket load
- Designed, documented, and implemented team processes
- Wrote code samples to demonstrate API using Node, Python, PHP, Ruby, and C#
- Acted as technical escalation lead for junior team members
- Mentored team members and advocated for their career growth, skills development, and team transfer where appropriate
- Grew team from 4 to 10 engineers
- Led incident response, communications and post hoc analysis when systems failed
- Built reporting dashboards and analysis tools using SQL and Zendesk-internal reporting for 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 solve problems and improve customer experiences for system administrators, Jira administrators, and end-users.

- Configuration and troubleshooting for Jira tools suite, including log analysis and Java debugging
- Step by step assistance with installations and migrations of enterprise scale systems
- Performance tuning of Jira, JVM, and supported database backends (MS SQL, MySQL, Oracle, Postgres)
- Heap and thread dump examination in service of root cause analysis
- Supported use of AWS Cloudformation templates for Data Center versions of Atlassian Stack
- Routinely exceeded NPS and CSAT targets

Zynga   San Francisco, CA
Senior IT Support Technician   *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 a combination of tools including JAMF Casper Suite, Group Policy controls, and others
- Training and mentorship of historically underserved youth interns through the Year Up program
- Enrolled and updated library of mobile devices via AirWatch MDM
- Installed, configured, and maintained hardware as part of acquisitions and office closures
- Python scripting to extend Jira reporting for internal support metrics

Mindwalk Studios   Beijing, China
Project Manager   *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 managed a number of projects including 25+ artists to completion both on time and within budget.

I designed and implemented numerous initiatives to improve tooling, process, and documentation that allowed our company to more easily scale up from 30 to 100+.

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 (*native*), Mandarin Chinese (*limited working proficiency*).

Education

The University of Chicago   Chicago, IL
BA in Mathematics & BA in Economics   *2002 – 2006*