

David Nickell

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A Technical Product Owner / Project Manager / JIRA Administrator with Extensive Hands-on Data and Business Intelligence Skills.

Background

Data Engineering / Warehousing (15+ years). Business Intelligence (7+ years)

- Technical background as a designer, developer, and manager of database applications, warehouses, and Business Intelligence.
- Extensive SQL work on complex queries, procs, and object definition (tables, views, indexes).
- Power BI proficient having created dozens of Power BI dashboards using a mix of data sources.
- Created Production Quality Assurance techniques which dramatically increased data quality while fostering a high level of confidence in Stakeholders and Senior managers.

SDLC Tools and Process Definition (15+ Years)

- Expert Administrator for Jira, JSM, Confluence, and other Atlassian products.
- Highly regarded in [Atlassian Community \(profile link\)](#) with 160 answered questions.
- Power BI dashboard expertise providing project status, milestones, and resource utilization drawing data from varied sources (JIRA, ServiceNow, Smartsheet, etc.)
- Provided documentation, training, and audit support as needed.
- Actively promote the use of REST APIs that are available in most support tools.

Product Owner (7+ years)

- Working with Business Stakeholders and IT Teams I have owned Product Roadmaps, written Epics and Stories, planned Sprints, conducted Sprint ceremonies, and managed the backlog according to Corporate Objectives and Priorities.
- Actively participated in the delivery process by creating prototypes for requirements, reviewing test results, and evaluating Issues and Defects.
- Mentored junior team members on SQL, Testing efficiency, and Power BI.

Project Management (10+ Years).

- Managed projects using both Agile and Waterfall methodologies. Familiar with PMBOK standards. A true believer in Process Right-Sizing.
- Able to deliver Project Charters, Project Plans, Issue Tracking, and Status Reports.
- Related Tools: Smartsheet, MS Project.

Current

SplitDimeData FEB 2023+ (Owner/Solution Architect)

- Packaging an Atlassian REST based reporting solution developed over the course of my career.
- 5-star rated consultant doing gig work through upwork.com.

Previous Employment History

Equifax OCT 2022 – FEB 2023 (5 Months)

Technical Product Owner – IRIS Credit Services

- The Equifax IRIS Credit Services APIs connect Consumer Credit Data to Internal and External Applications for processing Credit Disputes, Freezes, Disclosures among other things.
- As product owner, I helped define requirements and stories tied to an Identity Theft Project along with Maintenance / KTLO activities.
- Conducted daily standup meetings and helped plan releases.
- Helped other Product Owners and Scrum Masters with JIRA optimization including proper use of components and effective dashboards.
- Showed the teams how to connect their JIRA stories with ServiceNow and how to pull daily Incident Reports from ServiceNow to expedite issue triage.
- This was a Contract to Hire role Equifax was unable to offer or extend due to budget cuts and staff reductions that took place early in 2023.

Medtronic (W2 Contractor): MAY 2022 – AUG 2022 (5 Months)

Technical Project Manager/Product Owner – Digital PMO

- The Digital PMO was being created to manage data from multiple project and HR related systems.
- Worked with the Project Sponsor, Stakeholders, and the Developers to create a high-level solutions document describing source systems, processing, front-end data entry, and the reporting infrastructure.
- Established an agile JIRA project and board. Organized the work to be done into Epics and Stories.
- Created a project schedule and roadmap using Smartsheet.
- Showed the team how to use the Confluence API to extract data for inclusion in SQL and SharePoint.
- Analyzed the source system data, built SQL views, and created working prototype reports.

TSYS/Global Payments (Employee): AUG 2021 – NOV 2021 (3 Months)

Product Owner – Data and Analytics

- Product Owner for a modernization project migrating legacy Mainframe/Db2 data (payment processing / credit cards) to an AWS cloud Infrastructure.
- The existing technical stack allowed TSYS clients to report directly against the mainframe, run queries, extract data, and/or have TSYS provide custom reports
- The target cloud solution was being designed to provide greater reporting capabilities while also addressing modern security needs like data masking.
- The 100+ TSYS clients using the current application included large US and International financial organizations like CitiBank and Regions.

IntegraConnect (Employee): SEP 2020 – AUG 2021 (1 Year)

Product Owner - ECRF

- The ECRF (Electronic Case Report Form) Application is used to gather cancer patient data from medical records stored in various medical practice applications. Once the data is collected, it is handed off to Integra's analytical systems for reporting.
- Responsibilities include requirements gathering, story writing, facilitation of grooming and estimation, prioritization, Sprint planning, and scheduling releases.
- In addition to handling the product owner responsibilities, I worked hands on with development to design changes in our application that will allow for new features to be added in days instead of weeks. Large initiatives have been cut down to 5% of the original effort required.
- Technology involved: MSSQL, SSIS for ETL, Azure, Decisions (a Microsoft workflow tool), and PowerBI

TradeStation (Employee): APR 2015 – APR 2020 (5 Years)

(1) Technical Manager / Product Owner - Data Engineering (DE)

- Manager / Product Owner for the Data Engineering (DE) team leading projects covering three data warehouses, Dynamics365, Oracle Financials, and many other data interfaces.
- Responsible for overall Data Quality, handling Ad Hoc Requests, and monitoring Infrastructure.
- Established the Product Roadmap; tracked progress and reported to Senior Management. Conducted daily huddles and weekly status meetings.
- Led migration projects across technologies (on premise PDW to Azure SQL Data Warehouse), creation of a relational data warehouse, and conversion from internal financial reporting to Oracle EPBCS.
- Hands on Dev Ops duties managing Azure subscription, resource groups, and resource set up.
- Built dozens of Power BI reports for internal clients and management

(2) Quality Assurance Manager – Mobile, Web, and API

- Managed a nine-person (9) QA team supporting API, Web, and Mobile applications. Technology included Web, IOs, and Android devices (tablets and phones).
- The QA team was split between Costa Rica and Florida; The development team was in Texas. My job was to ensure the certification of the applications, establish the release schedule, manage deployments, and monitor the health of the production systems.
- By formalizing deployment processes and establishing deployment checkpoints, we reduced our deployment failure rate from 33% (1 in 3 deployments failing) to .05% (1 in 20 failing)
- Led the development of automation tools and processes to regression test existing functionality resulting in increased application quality while reducing the time it was taking to deliver new releases.

(3) JIRA and ServiceNow Administration (part-time)

- Worked with development teams, management, and our internal clients to define processes and enhance our SDLC. Configured JIRA, Confluence, and ServiceNow. Provided documentation, training, and audit support as needed.

SunGard-FIS (Employee): OCT 2006 – MAR 2015 (8.5 Years)

(1) Client Services Lead / JIRA Admin

- Managed an eight (8) person Team responsible for Client Support of SunGard new technology products.
- Responsible for JIRA configuration and process design for our organization. Trained other organizations and administrators on how to configure their local installations.
- Designed and supported complex security schemas within JIRA enabling over 100 client users' access to their own support tickets without ever seeing anyone else's data.
- Extensive configuration-based troubleshooting experience on Jira/confluence
- Proficient in Jira installations and well versed in scanning log files and doing deep dives on errors in Jira

(2) Project Manager: ESF, NCB, IVR, and DWV

- Project Manager for 50 Person Enterprise Services Framework (ESF) team including on-shore and off-shore resources. ESF was an architecture designed to modernize and integrate multiple legacy products.
- Managed requirements, design, and software delivery. JAVA, J2EE, JBoss, and Oracle Metadata.
- Led a 15-person matrix team on a \$3 million professional services and software licensing project for the large Saudi National Bank (NCB).
- Responsible for all aspects of Project Management including Initiation Activities, Planning, Budget, Tracking, Status Reporting, Risk Management, and Change Control.
- Project Manager for an Interactive Voice Response system (IVR) that allowed JP Morgan's clients to manage their retirement accounts using a phone system. Worked closely with JP Morgan's project sponsors on this \$1.2 Million software development and hardware deployment.

Prior Experience (2000 through 2006):

(1) AT&T - DBA Team Manager: Manager of 5 Database Administrators responsible for 100+ Oracle Databases supporting BellSouth's Common Business Services (CBS) Architecture.

(2) AT&T - Development Lead Rodeo Max: Technical Lead successfully re-architecting BOCRIS Adjustments for a new service-based Customer Care front end.

(3) AT&T - Project Manager: PMAP Data warehouse. Senior Project Manager for the PMAP Data Warehouse. Responsible for a PMO of 10 Project Managers. the PMAP project was a \$30 million project with over 200+ resources at its peak. Successful delivery allowed BellSouth to enter the Long-Distance market.

Education: BBA Georgia State University

Location: Cumming Georgia