

David Nickell

A Technical Product Owner / Project Manager with Hands-on Business Intelligence Skills and World Class expertise with Atlassian Products.

Background

Data Engineering (15+ years)

- Technical background as a designer, developer, and manager of database applications, data warehouses, and Business Intelligence.
- Extensive **SQL** work on complex queries, procs, and object definition (tables, views, indexes).
- **Dev Ops** responsibility for **Azure** environments including technical **resource allocation** and **Disaster Recovery Planning**.
- **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)

- Extensive use of **Smartsheet** and earlier versions of **MS Project**.
- Expert Administrator for Jira, JSM, Confluence, and other **Atlassian products**.
- **Power BI** dashboard and integration expertise providing project status, milestones, and resource utilization pulling data from varied sources (JIRA, ServiceNow, Smartsheet, etc.)
- Successfully designed **processes and procedures** that support Sarbanes Oxley and have passed **audits** conducted by KPMG and other 3rd party consultants.

Product Owner (7+ years)

- Comfortable working with **Business Stakeholders at all levels** of an organization.
- Delivered 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.

Project Management (10+ Years).

- Experienced managing projects using Agile, Waterfall, and custom methodologies.
- A true believer in **Process Right-Sizing** using tools efficiently to support the team.
- Led a 7 person **PMO** overseeing a 30-million-dollar, 200 person **data warehousing** project.
- Worked with **international** teams and clients from Costa Rica, India, Saudi Arabi, and Israel.
- **PMBOK** background and member of Project Management Association.

Current Role

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.
- Upwork projects have been a mix (roughly 50/50) of PowerBI and Jira Based Projects

Previous Employment History

Technical Product Owner-IRIS Credit Services

OCT 2022 – FEB 2023: Contract – Equifax

- 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 analyzed technical API specifications, reviewed Business and Industry driven changes, created documents and detailed requirements, prepared User Stories, conducted standup meetings, and verified results.
- I was also able to contribute tremendously to the stability of their Jira system and showed Equifax how to integrate with Service Now and Asana to deliver End to End Visibility and reporting.

Product Manager-Digital PMO

MAY 2022 – AUG 2022: Contract – Medtronic

- The Digital PMO was an effort to manage data from multiple project and HR related systems.
- In my role, I 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.
- With my technical expertise I was able to mentor junior developers in proper usage of PowerBI and introduced the client to the concept of using application API layers instead of direct DB Access given the long-term goal of relocating all Apps into the cloud.

Tech Lead: Canadian Hospital System

SEP 2021- APR 2022: Contract – TGT

- Worked as the Technical Lead on a SQL to PowerBI Reporting solution used by a Canadian Hospital System for Compliance.

Product Owner -ECRF Data Collection

SEP 2020 – AUG 2021 Employee - IntegraConnect

- The ECRF (Electronic Case Report Form) Application is used to gather patient data from medical records stored in various medical practice applications
- Responsibilities include requirements gathering, story writing, facilitation of grooming and estimation, prioritization, Sprint planning, and scheduling releases.
- Designed changes in our application reducing features additions to be completed in days instead of weeks

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

(1) Development 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.

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 DVW

- 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.
- 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