Jamie Gordon

SERVANT LEADER
TEAM BUILDER
AGILE GEEK

A seasoned technology professional with almost 30 years of experience of managing teams and delivering hardware and software products. I have a passion for servant leadership, process improvement and Atlassian tools.

Expert Skills

Atlassian Admin 10+ years   ● ● ● ● ●

Agile/Scrum Leader 15 years   ● ● ● ● ●

Linux/Unix 15+ years   ● ● ● ● ○

Contact

🌐   Info@swampcastle.biz

📱   206.569.5301

Work Experience

ATLASSIAN ADMINISTRATOR
CHGHealthcare | Aug 2021 - Present
- Manage 1200 User Jira and Confluence sites
- Work with team to establish best practices, implement workflows and integrations to meet business goals
- Educate and enlighten users on use of Atlassian tools.

OWNER
Swamp Castle Technology
Nov 2020 – Present
- Professional IT Services & Technology Consulting
- https://swampcastle.biz

DIRECTOR - IT DELIVERY
Costco | Jun 2017 – Nov 2020
- Manage global delivery team of 160 developers and QA engineers
- Drive process improvement through development metrics and KPIs
- Manage pilot, install, and training of *Atlassian Confluence* for IT dept (~1000 users)
- Manage migration of on-premises *Confluence* instance to the *Atlassian Cloud* using *OKTA for SSO capability*
- Admin and workflow design of TFS instance for ALM

VP QUALITY ASSURANCE
Tamarac | Apr 2016 – Jun 2017
- Manage quality team supporting delivery of financial products
- Plan and execute migration of Rally server to TFS for ALM

Work Experience, continued

QUALITY ASSURANCE MGR

Costco | Jun 2013 – Apr 2016

- Manage quality team supporting delivery of financial products
- Plan and execute migration of Rally server to TFS for ALM
- Drive the creation of a test automation framework
- Modify and enhance TFS ALM supporting process improvement

QA MANAGER / SCRUM MASTER

Varolii | May 2007 – June 2013

- Manage team of 25 QA engineers and SDETS
- Drive the creation of a test automation framework
- Administer on-prem *Atlassian Jira* server, including upgrades and modifications
- Plan and execute combining 2 *Jira* instances to complete an acquisition

QA PROJECT MANAGER

Nordstrom | Mar 2006 – May 2007

- Plan, budget and forecast for QA team projects
- Own primary relationship with offshore vendor

QA MANAGER

WatchGuard | Mar 2000 – Mar 2006

- Manage QA team of 16 engineers
- Maintain network test lab machines and networking equipment
- Designed and implemented a live virus test lab
- Manage Serena TeamTrack instance for ALM

CUSTOMER SERVICE MGR

Usedbooks.com | Mar 1999 – Mar 2000

- Manage customer service and quality assurance teams in start-up company
- Design materials ordering, warehousing, and drop shipment process for bookstore shipping materials

TEST ENGINEER / QA MGR

Adobe Systems | Nov 1989 – Mar 1999

- Manage QA team print, color and graphics functionality for Adobe PageMaker
- Test functionality of Aldus PageMaker for highest possible quality.