

Claim ID 43336553
Activity Practical JIRA Administration
Provider Mathew Doar

Description

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<https://ensurem.com/about/>
PDUS: 75 Hours claimed between 10/2018 and 8/2019

Atlassian JIRA Project, Zendesk Project

25 Technical hours for Jira/Zendesk: education, reading, sandbox training, video coursework and collaboration with staff. Implementation of Jira/Zendesk SaaS offerings

25 Leadership hours for Jira/Zendesk: Training users, creating documentation for staff, building portals, administrating company wide implementation at Ensurem

25 Strategic hours for Jira/Zendesk: Planning integration for Ensurem's current and future project into Jira, deprecating Asana as the project management tool. Positioning Ensurem for a rapid growth environment based on Jira and Agile methodologies

Project 1: Jira

Starting with the Jira book and discussions with my counterpart at the time, Director of Software Development, Joshua Candamo, PhD. I was interested in using Atlassian Jira at Ensurem. I collaborated daily with various departments such as Digital Marketing, Creative and Software Development and my own staff to integrate all project management activities at Ensurem with Jira. I administrate Jira daily, develop workflows with various departments such as Software Development and converted the entire company from GANTT Charts and Asana to Jira for all workflows, bug tracking, project management and documentation.

I also created an Atlassian Confluence documentation portal, created all Information Systems documentation related to IP routes, Azure, AWS documentation. Helped direct reports complete workflows and checklists for related Help Desk activities. Worked with Software Development group to create projects, workflows and tweak the workflows as they added more processes and employees. Helped company map out current and future project initiatives, create capacity charts for employees, mentored staff on using the Jira platform exclusively for workflows. Collaborated with new and exiting stake holders to foster culture of acceptance for Jira software project management techniques and best practices.

Project 2: Zendesk

After trials of several products from Atlassian and Freshdesk, I decided Zendesk was the best product for my needs. Designed Help Desk focused Zendesk portal for Ensurem, created all functional groups for services provided by my department. Zendesk used with all groups in technology but is most frequently used by the Help Desk serving internal customers at Ensurem. I also integrated Jira and Zendesk with Azure, Pulseway, TeamViewer, Slack, Clockwork, Salesforce and Five9. Worked with staff to move workflows to Jira/Zendesk relating these subjects. Realized terrific efficiencies from the implementation of these SaaS offerings.

Summary

Ensurem has tripled in size in the period between 10/2018 and 8/2019. I was employee number 13 in 2/2018 and we now have over 200 employees. My staff includes the help desk and their manager, a database specialist, a system architect focused on Azure Active Directory, AWS and network topologies related to Ensurem. Ensurem staff uses both Atlassian project management tools every day. Zendesk has become the backbone of support for our ever expanding staff. Human Resources puts all new employee info in Zendesk and it has led to further scalability for Ensurem in the insurance marketplace