

Brenda Burrell

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Creative, experienced, and versatile technologist who finds joy in building diverse, collaborative teams and helping people grow and work together

EXPERIENCE

Adaptavist, Inc. — Head of Knowledge Management

SEATTLE, WA | MARCH 2021 - PRESENT

- Grow and scale a distributed team to deploy a global knowledge management strategy; design, develop, and implement knowledge management standards across Confluence, Google Docs, Slack, and other systems and tools; and drive knowledge management process change in a cross-functional and rapidly growing organization.
- Drive transformation initiatives for Adaptavist's internal Atlassian infrastructure and oversee launch of new internal knowledge tools.
- Support ongoing professional and technical upskilling for team members, and identify gaps in learning to drive development of new learning resources for company personnel; ensure team members achieve and maintain certification credentials relevant to their work focus.
- Provide knowledge resources to enhance company-wide recruitment, hiring, and onboarding initiatives for a company in a state of global hypergrowth, and provide support for large groups of new employees joining the organization via merge & acquisition activities.
- Co-host & co-produce the Adaptavist Ecosystem Podcast and an internal podcast as a channel for sharing information across many teams and providing additional resources for new hires in particular.

Adaptavist, Inc. — Head of North American Professional Services

SEATTLE, WA | AUGUST 2019 - MARCH 2021

- Led a rapidly-growing regional consultancy arm comprised of 30+ technical consultants, managing consultants, and project managers across multiple teams spanning the US and Canada to deliver outstanding Professional Services to organizations of all sizes using Atlassian tools, supporting global business priorities and contributing to record-breaking revenue generation for Adaptavist Professional Services.
- Cultivated long-term relationships with clients, partners, and C-level personnel across nine time zones and multiple countries to achieve business goals and influence development of the operating model for the global Professional Services business unit.

SKILLS

LEADERSHIP & SOFT SKILLS

Leadership for cross-functional teams, recruitment, employee supervision, team and culture building, mentoring and coaching, budgeting, public speaking, event planning, video and audio editing, podcast production and hosting

PROJECT MANAGEMENT

Software development lifecycle, waterfall and agile methodologies, stakeholder communication, client relationship management, requirements documentation, risk analysis, change management, project delivery

COMMUNICATION

Project proposals, bid preparation, requirements documentation, technical documentation, wireframing, end user training

LANGUAGES & TECHNOLOGIES

ASP, PHP, HTML, CSS, JavaScript, SQL, PL-SQL; Oracle, SQL Server, MySQL, PostgreSQL; Git; Windows, OS/X, some Unix

SOFTWARE

Atlassian Jira, Confluence, BitBucket; Slack; Google GSuite; Microsoft Office Suite; audio editing; Adobe Creative Suite; automation, report building

- Recruited top talent into multiple consultancy and project management roles, doubling the size of the team in a matter of months (during a global pandemic), using strategies recognized company-wide as improving hiring processes and enhancing diversity within the business unit.
- Nurtured a culture of empowerment, growth, transparency, accountability, collaboration, innovation, inclusivity, and psychological safety across multiple teams in a fast-paced, complex, and constantly changing environment.
- Supported professional development for each team member, leading to achievement of over 30 new certifications team-wide in the last half of 2020.
- Coached Adaptavists within my teams, in other countries, and in other business units through various stages of career development, including promotions to leadership roles.
- Developed organizational strategies and managed organizational change to enhance team performance and support strategic initiatives.

Adaptavist, Inc. — *Managing Consultant*

SEATTLE, WA | FEBRUARY 2018 - AUGUST 2019

- Led a team of five technical consultants distributed across three time zones to deliver high-quality Professional Services engagements for Adaptavist clients.
- Provided stellar consultancy services for Jira, Confluence, and other Atlassian products for Adaptavist clients.
- Mentored and coached others, both inside and outside of my own team, with an eye to professional and personal growth, developing a level of connectedness within Adaptavist that would directly contribute to a promotion to senior management.

Adaptavist, Inc. — *Project Manager*

SEATTLE, WA | SEPTEMBER 2015 - FEBRUARY 2018

- Coordinated multiple, simultaneous projects through their entire lifecycle, applying Agile methodologies to manage project resources and delivery schedules for customers.
- Provided consultation services for numerous, high-profile companies on Atlassian products; wrote and edited proposals and requirements for large-scale, long-term client engagements; built and maintained strong relationships and communication with project teams, clients, and stakeholders.
- Delivered Atlassian University training sessions online and in-person.

Missouri State University — *Systems Analyst*

SPRINGFIELD, MO | 2012 - 2015

- Enhanced and maintained a portfolio of live, mission-critical services

CERTIFICATIONS

Atlassian Certified Jira Service Desk Administrator (ACP-JSD)

Atlassian Certified in Agile Development with Jira Software (ACP-JSW)

EDUCATION

Missouri State University —
Graduate Certificate, Project Management
SPRINGFIELD, MO | 2014 - 2016

Missouri University of Science and Technology —
B.S., Computer Science
ROLLA, MO | 1999 - 2003

PROJECTS

“PS, I Love You” Internal Professional Services Podcast
Host, Producer
2021 - 2022

“Atlassian Ecosystem Podcast”
Co-host, Co-producer
2019 - PRESENT

Atlassian Certified Professional (ACP) Program
Exam Question Editor
2015-2016

Missouri Iowa Nebraska Kansas Women in Computing (MINK WIC) Award for Aspirations in Computing
Reviewer
2013

Blackboard Exemplary Course Program
Reviewer
2012

Missouri Oklahoma Kansas Arkansas Banner Users Group
Lead Planner
2009-2011

for tens of thousands of users.

– Drove multiple concurrent technical projects through their entire lifecycle; developed project requirements, design specs, schedules, wireframes, test plans, and documentation; managed project tasks, testing, training, launch, and post-go-live support; handled communication between project team, end users, and internal stakeholders.

Missouri State University — Instructor

SPRINGFIELD, MO | 2011 - 2012

Missouri State University — Technical Training and Documentation Administrator

SPRINGFIELD, MO | 2010 - 2012

Missouri State University — Technical Trainer

SPRINGFIELD, MO | 2007 - 2010

Ozarks Technical Community College — Instructor

SPRINGFIELD, MO | 2007 - 2008

McMurtrey, Whitaker & Associates — Development Manager

SPRINGFIELD, MO | 2007

McMurtrey, Whitaker & Associates — Project Manager

SPRINGFIELD, MO | 2006 - 2007

McMurtrey, Whitaker & Associates — Developer

SPRINGFIELD, MO | 2005 - 2006

AT&T — Analyst

ST LOUIS, MO | 2003 - 2005

PUBLICATIONS & PRESENTATIONS

“ScriptRunner Tips and Tricks”

Seattle Atlassian User Group

May 23, 2019

“Creating Dashboards for Enterprise-Level Organizations”

Portland Atlassian User Group

Sep 13, 2018

“On-boarding New Employees... The Adaptivist Way”

Toronto Atlassian User Group

Jul 19, 2018

“Charge! How MSU Built a Transcript Ordering System”

Missouri Association for Collegiate Registrars and Admission Officers Annual Conference

2013

“PDF Transcripts Using Banner and FormFusion”

Missouri Oklahoma Kansas

Arkansas Banner Users Group

2013

“Building Banner Documentation”

Missouri Oklahoma Kansas

Arkansas Banner Users Group

2011

“Shuttle Endeavour Goes Social with the STS-134 Launch”

Discovery Center of Springfield's Science Café

2011

2011

“Training a Campus”

Missouri Oklahoma Kansas

Arkansas Banner Users Group

2010

“Using a Wiki to Keep Up with Evolving Training and Documentation Needs”

EDUCAUSE Southwest Regional Conference

2010

2010

“Connecting the Dots: Training a Campus”

SunGard Summit

2009