

KRISTIN A LYONS

<https://calendly.com/kristinlyons>

EDUCATION, HONORS, + VOLUNTEERING

Jira Administration | Atlassian University | 2018 – present

APB-332 Jira Cloud Essentials | September 2020

JPB-JE Jira Essentials Pro Skills Badge | July 2020

ACP-600 Project Administrator Certification | June 2019

ACP-100 Jira Administrator Certification | June 2019

Board Member | Wareham Cultural Council | Wareham, MA | 2018 – 2020

Digital Curation Graduate Certificate | University of Maine | Orono, ME | 2014

Digital Photography Certification | Rhode Island School of Design | Providence, RI | 2012

Bachelor of Science, Anthropology | Rhode Island College | Providence, RI | 2007

Member | *Alpha Delta Lambda National Honor Society*

PROFESSIONAL EXPERIENCE

Jira & Confluence Administration | Segura Consulting, LLC, Adams, MA | 2015 – Present

- Clients included iRobot, Babson College, Hewlett Packard, Black Duck Software, Kronos, Helmerich & Payne, Hamilton Group, SchoolGroup, and Carbonite.
- Extensive experience with the configuration and customization of Atlassian Jira software, Confluence, Jira Service Desk, Atlassian Access.
- Integrated Jira and Confluence with Microsoft Teams and Slack.
- Utilized the *ScriptRunner* add-on to implement various custom scripts.
- Installed and configured Jira on Linux and Windows Server 2012.
- Installed and configured Confluence on Linux and Windows Server 2012.
- Installed and configured Jira Service Desk on Linux and Windows Server 2012.
- Connected Jira to MS SQL Server and MySQL databases on Linux and Windows Server 2012.
- Worked with project managers to upload vision, strategy, notes and PPT decks appropriately into our suite of Atlassian tools.
- Managed user accounts.
- Created individual and customized dashboards for users.
- Created Kanban and Scrum boards for projects.
- Created custom filters.
- Made changes and improvements to projects as requested.
- Implemented the add-on *Jira Enterprise Mail Handler* to trigger notifications for a client's server-based installation of Jira.
- Extensive knowledge on add-ons including Automation for Jira, Jira Misc Workflow Extensions, AIO Reports, Plans (formerly known as Portfolio), JSU Automation Suite, ScriptRunner.
- Documented each new client's current Jira and Confluence configurations to create a baseline before we began implementing upgrades and modifications.
- Created Jira projects integrating post functions, workflows, screen schemes, field configuration schemes, permission schemes, projects, project roles, and notification schemes.
- Created test issues to ensure the project works as intended.
- Created Workflow schemes and associated workflows.
- Created Screen Schemes and associated screens.

- Created custom issue types.
- Created Field configuration schemes and associated schemes.
- Created Permission schemes and notification schemes.
- Configured application links to other Atlassian tools.
- Integrated Jira with Bamboo to display build information in Jira tickets.
- Integrated Jira with Confluence so spaces can be created in Confluence that integrate with Jira projects.
- Trained client personnel in Jira and Confluence administration.
- Created HOW TO articles and training documentation in Confluence for our clients.
- Created documentation pages in Confluence listing each client's configuration before we begin work for them and continue with documenting our work in each client's Confluence space.
- Created dynamic Jira reports in Confluence.

Counter Intelligence Agent & Community Coordinator | Best Buy, Taunton, MA | 2010 – 2015

- Tutored customers in the operation of their home and small office productivity products (*Microsoft Office suite, Adobe Creative suite, Norton Security suite, etc.*), peripherals, software, upgrades and installations.
- Assisted clients with technical questions and support.
- Facilitated the complete solution of product sales, upgrades, installations, and services in the store.
- Troubleshoot computers when they come in for repair which requires an extensive proficiency in both hardware and software.
- Diagnosed operating problems and recommend solutions to customers.
- Prepared weekly financial reports for our department including our profit & loss and an inventory on products that are shipped to corporate headquarters for repair and service.
- Requested escalations from corporate headquarter, a way of communicating with the service center when a problem arises.
- Due to my experience and expertise in many areas of the stores, I was a member of a regional group that train new employees.
- Assisted in maintaining organization and communication throughout the precinct.
- Set up community volunteer opportunities for Best Buy employees.
- Managed and administer community donation requests; approve or deny donations.

Counter Intelligence Agent | Best Buy, Dartmouth, MA | 2008 – 2010

- Assisted clients with technical questions and support.
- Configured new laptop, netbook, and desktop computer operating systems, software, and peripherals to the client's specifications.
- Computer repair and maintenance work for Best Buy clients.
- Administered weekly precinct paperwork including store warranty charges to our profit & loss and tracking status update on units that are sent through our service center.
- Communicate with the service center to ensure repairs are done in a timely manner.
- Due to my experience and expertise in many areas of the stores, I am part of a regional group that train new employees.
- Attend leadership meetings when Geek Squad manager is unable to attend.
- Assist in maintaining organization and communication throughout the precinct.
- **Viewpoint Champion** - leader of an employee driven committee to maintain employee well-being within the store.
- **Growth Initiative Lead** - leader of the store's growth plan to help drive new customers.
- Approve or decline grant requests for @15 (a Best Buy teen grant program) for our store.

- **Community Chair** - maintain relationship with local community nonprofit chapters to help raise money from Best Buy for their chapter.

Media & Merchandising Customer Specialist | Best Buy, Dartmouth, MA | 2005 – 2008

- Construct planograms for each department.
- Be creative with new ways to display merchandise.
- Transferred to other stores temporarily to train new employees.