

CERTIFIED SENIOR ATLISSIAN ADMINISTRATOR

## Kristin Lyons

I provide over 10 years of extensive experience with Jira Software, Jira Service Management, Jira Work Management, and Confluence administration. I am a Senior Certified Atlassian Administrator experienced in performing migrations, implementations, mergers, training, and upgrades of Atlassian instances (Data Center, Server, Cloud).

### EXPERIENCE

JIRA SOFTWARE, JIRA SERVICE MANAGEMENT, CONFLUENCE, BITBUCKET, BAMBOO, AND CROWD/ATLISSIAN ACCESS ADMINISTRATOR AND SUBJECT MATTER EXPERT (SME)  
2015-PRESENT

- Installed, upgraded, migrated, and merged multiple Atlassian instances.
- Knowledge of both Linux and Windows Servers for installation and configuration of the Atlassian suite.
- Utilized, installed, and configured Postgres, MySQL, and SQL Server for connection to the Atlassian suite of software.
- Installed and configured SSL for the Atlassian suite.
- Knowledge of Active Directory (AD), Okta, Azure, and Ping to connect to the Atlassian suite for user management and Single Sign On (SSO).
- Here is a partial list of my clients: AbbVie, Liberty Mutual, Kenvue, Victoria's Secret, Mercedes-Benz, MGM, GDIT, Accenture Federal, Pivotal, McKesson, iRobot, Babson College, Hewlett Packard, Black Duck Software, Kronos, Helmerich & Payne, U.S. Air Force, Hamilton Group, SchoolGroup, and Carbonite.
- Collaborated with teams to determine best practices in creating new Jira projects, configured all the associated schemes (custom fields, screens, workflows, post functions, transitions, validators, automation), priorities, security levels, notifications, issue types, versions, components, project roles, Kanban and Scrum boards, permissions, automations, development tool and Confluence linking.
- Translated current processes into Jira, such as creating a workflow based their current method of work, discussing wish list items for a project management software and how to implement that in Jira, and pain point items that currently exist in their project management software and how to relieve or fix those items.

- Worked with teams to determine best practices in creating new Confluence spaces and associated permissions, blueprints, templates, and Jira linking.
- Adhered to best practices regarding utilizing third-party plugins vs. utilizing out of the box solutions for the Atlassian suite.
- Ability to connect the Atlassian suite to third party software for push and pull integrations.
- Plugin or App experience includes ScriptRunner, Configuration Manager, Automation, Slack/Teams integration, Zephyr, X-Ray, Service Now/DevOps integration, Structure, Portfolio (Roadmaps), Tempo Timesheets, Gliffy, Jira Misc Workflow Extensions (JMWE), BigPicture, JSU Automation Suite, and eazyBI.
- Created and provided training on the Atlassian suite of software which included training users who are not familiar with the Atlassian suite to more advanced training surrounding administering the applications.
- Created customized JQL filters, dashboards, and reports in Jira Software and Jira Service Management and implemented those into Confluence.
- Utilized and configured Atlassian's APIs and connected to Postman.
- Scripted in Python utilizing ScriptRunner to augment Jira and Confluence.
- Created technical documentation on existing and future infrastructure and Atlassian suite configuration (both backend and frontend). Created Knowledge Base articles in Confluence with training documentation, common questions, and where to go to learn more about the Atlassian suite.
- Cleaned up existing Atlassian suite applications to align with best practices.
- Enhanced the performance of Atlassian applications by cleaning up unused schemes, apps, custom scripting, and other unused configurations.
- Scaling of applications to ensure they can handle future growth while still adhering to best practices.

## EDUCATION

Rhode Island College - Providence, RI —Anthropology, 2007

## CERTIFICATIONS

Atlassian Certified in Managing Jira Projects for Cloud (ACP-MJCP)

Atlassian Certified Jira Administrator for Cloud (ACP-JCA)

Atlassian Certified Jira Administrator for Data Center (ACP-JA)

Atlassian Certified Jira Project Administrator for Data Center and Server (ACP-JPA)

Atlassian Certified in Managing Projects for Data Center (ACP-MJDP)