

Iurii Zh.

Senior Atlassian Administrator/Head of Support

SUMMARY

- 10+ years managing and automating Atlassian environments (Jira SW/SM, Confluence) with advanced JQL, REST API, ScriptRunner, and custom workflows.
- Expertise in ITSM/ITIL processes, KPI development, and incident/change management in fintech and SaaS domains.
- Background in AWS account management, Grafana monitoring, and cloud-based support tools integration.
- Led 24x7 L2 support setup, boosting team productivity 2x and reducing ticket reopen rate from 11% to 2% via automation saving 500+ hours/year.
- Experienced in developing scalable user group schemes, billing management, and cross-department collaboration through tailored Jira projects and dashboards.

TECHNICAL SKILLS

Main Technical Skills	Atlassian, Jira
Programming Languages	Python
AI & Machine Learning	Grid
Databases & Management Systems / ORM	SQL
UI Frameworks, Libraries, and Browsers	CSS, HTML5
Cloud Platforms, Services & Computing	AWS, CloudFlare
Google Cloud Platform	Google Workspace
Industry Domain Experience	SAAS
SDK / API and Integrations	API, RESTful API
Collaboration, Task & Issue Tracking	Atlassian, Atlassian Confluence, Jira
Logging and Monitoring	Grafana
Web/App Servers, Middleware	Internet Information Services (IIS)
Mail / Network Protocols / Data transfer	IP Stack

Methodologies, Paradigms and Patterns	ITIL, ITSM, REST
Deployment, CI/CD & Administration	Jenkins
iOS Libraries and Tools	MDM
QA, Test Automation, Security	QA Automation
Platforms	Quadient Inspire
Other Technical Skills	eazyBI, Gitlab Runner, HTML/CSS, JQL

WORK EXPERIENCE

Technical Support Team Lead/Atlassian administrator, NDA (Cloud and DevOps services)

Duration: Nov. 2024 - Jun. 2025

Summary: Managed entire settings and automation design for Jira Software and Service Management, integrating with non-Atlassian applications and implementing new user group schemes. Developed internal Help Desk for internal users to streamline support processes.

Responsibilities:

- Designed and implemented automation rules using smart values and API calls.
- Managed users and user groups with permissions and billing processes.
- Integrated Jira with external applications.
- Owned the billing processes and user management.

Technologies: Jira Software, Jira Service Management, Automation rules, REST API, smart values.

Head of Support/Atlassian administrator, TurnKey Lender (Support Department and Atlassian Administration)

Duration: Aug. 2017 - Nov. 2024

Summary: Led the support department and managed Atlassian tools including Jira Software, Jira Service Management, and Confluence. Developed workflows, schemes, and automated processes to improve operational efficiency and support delivery for a fintech company.

Responsibilities:

- Created and managed Jira workflows, schemes, issue types, and screens.
- Configured integrations and administered Jira and Confluence as knowledge bases.
- Managed users, user groups, and billing processes.
- Developed and implemented automation processes and KPIs related to ITSM.
- Streamlined staff onboarding and provided strategic guidance to franchisees.
- Hosted educational webinars and designed financial models for franchisees.
- Maintained product integrity through bug tracking using Mantis and Jira.
- Provided consultancy and ongoing support to franchisees.



Technologies: Jira Software, Jira Service Management, Confluence, Mantis, JQL, Automation, REST API.

Support manager/Head of Support, CitySites

Duration: Nov 2013 - Aug. 2017

Head of Support, Cloud-based loan management system

Duration: Mar. 2015 - Aug. 2017

Summary: Managed support operations for a cloud-based loan management system, focusing on customer support and operational efficiency improvements.

Responsibilities:

- Developed and implemented efficient work processes to streamline operations.
- Implemented training systems and onboarding support for junior team members.
- Increased team productivity by introducing new tools and technologies.
- Developed KPIs related to ITSM following ITIL standards.
- Managed service delivery including incident management and troubleshooting.

Technologies: ITSM, ITIL, Jira, Support tools.

Support manager, Franchise of the City Site and mobile application

Duration: Nov 2013 - Feb 2015

Summary: Managed support and operational activities for the franchise of City Site and its mobile application, enhancing customer engagement and franchisee support.

Responsibilities:

- Supported and consulted with over 25 franchisees.
- Provided ongoing support, guidance, and consultation to franchisees.
- Conducted webinars to educate and support franchisees.
- Designed corporate literature and prepared instructions for the website administration panel.
- Implemented sales strategies to acquire new franchise partners.

Group Category Manager, Astreya-XXI (Electronics TM "Assistant")

Duration: Sep. 2011 - Sep. 2013

Summary: Managed product category for electronics brand TM "Assistant", overseeing product design, marketing, and sales performance.

Responsibilities:

- Conducted analysis and monitoring of sales performance.
- Implemented strategies to boost sales of specific products.
- Enhanced customer engagement and activity levels.
- Developed and executed marketing campaigns.
- Designed products and packaging.
- Monitored production timelines and maintained communication with all departments.
- Successfully introduced new products into the market.



EDUCATION

- **National Aerospace University**
Master of Computer systems and networks
- **National Aerospace University**
Master of Management
- **National Aerospace University**
Ph.D. student of Project Management

CERTIFICATION

- **Internship of Computer systems and networks**
Scientific and training practice in GRID and cloud-based technologies. Stockholm, Sweden. Royal Technical University (Kungliga Tekniska högskolan).
- **Spalah it-school Online**
Student of Python course
- **Hillel it-school**
Student of HTML/CSS course

