

TIGIST TSEGA

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SUMMARY

IT professional with over ten years of experience in working to create and maintain strong connections with internal and external clients to make sure all expectations and objectives are reached. I enjoy working in groups, have good people skills, and am willing to learn new skills. I constantly look for new responsibilities and take a proactive and active attitude to my work.

Atlassian professional working on Atlassian products for the past six years, and experienced in migrating, maintaining, and supporting both Premier Jira Cloud and Confluence Cloud. Experienced in maintaining and upgrading Atlassian JIRA Software and JIRA Service Management, Confluence Serve, Advanced Roadmaps, APIs for integration, Zephyr Scale Test Management, configuring projects, (building complex workflows, post functions, conditions, validators) using ScriptRunner, advanced JQL, and UAT automated testing. With a strong foundation in IT and a focused commitment to continuous improvement, I stand ready to contribute effectively to any dynamic project or team.

PROFESSIONAL SKILLS

- Provided support as the primary point of contact for any Jira issue via Teams, Yammer, email, or other means of communication.
 - Demonstrated experience in coaching end-users on Jira's capabilities flows and controls while incorporating agile concepts and best practices.
 - Participated in Interviewing, hiring, and training new team members on application's UI, flows, customized controls, script modules and development processes.
 - Participated in release processes, responsible for planning, coordinating, testing and deploying Jira application front-end changes. Other release activities include completing proper code check-ins and providing detailed presentations to organization's stakeholders.
 - Engaged with various Value Streams to complete proper data cleanup on a regular basis to ensure data integrity within the tool.
 - Experienced in Designing, documenting and executing migrations between systems strategy to perform manual data migrations between systems. This includes pre-migration configurations, user training, and post-migration data cleanups.
 - Proven experience in creating, configuring and maintaining a JIRA / Confluence server. Agile program management, SAFe, change management, Scrum/ Kanban, bug lifecycle management, SDLC.
 - Excellent problem-solving, process implementations, and oral and communication skills
 - Managed Atlassian OKTA integration and user access management, ensuring smooth user access management.
 - Experienced in implementing, supporting, and administering GitHub, Cherry-pick and merge code from multiple branches into master branch in GitHub.
 - Test Case Management using Bugzilla, Zephyr Scale add-on
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WORK EXPERIENCES

Application Engineer (Sr. Atlassian/JIRA Administrator)

Discover Financial Services, Remote | 01/2022 – Present

- Handle routine Atlassian application configuration requests and provide User Management and support for over 12,000+ local and remote users; manage system access across groups to ensure compliance, and maintain best practices.
- Administer JIRA Server/JIRA Portfolio Management, Confluence Server, and formulate technical solutions using JIRA plugins (easyBI Reports & Chart for Jira, Adaptavist ScriptRunner for Jira, JSU Automation Suite for Jira Workflows, Rich Filters for Jira Dashboards, Timesheet Reports and Gadgets)
- Implement Atlassian Tools upgrades, and partner with cross-functional teams to coordinate infrastructure maintenance and system migrations.

- Design and deploy complex automated workflow solutions, service request management and IT business processes in Jira and Confluence.
 - Configure and manage development with testing sandboxes, routine application upgrades and new product evaluation.
 - Configure projects, security schemes, permission schemes, custom fields, post functions, conditions, validators in Jira Software and Confluence.
 - Provide teams and stakeholders with documented guidance and responsible for evaluating business needs and designing solutions.
 - Administer, configure, upgrade and support Atlassian Tools: Jira Data Center, Advanced RoadMaps, Confluence; manage licenses and renewals. Manage and administer JIRA/Confluence/BitBucket add-ons, plugins, and extensions.
 - Design and manage JIRA/ Confluence queries, dashboards for metrics reporting for multiple cross-functional teams.
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Automation Engineer (JIRA Administrator)

Discover Financial Services, Remote | 12/2020 – 12/2021

- Developed groovy-scripts, post functions, scripted conditions, workflow validators and behaviors for process automation in multiple Jira environments.
 - Developed advanced JQL queries to filter issues and data for end users and built out advanced dashboards for data reporting.
 - Created Selenium scripts for regression testing scenarios. Coordinated with offshore team on regression testing and Test Suite update.
 - Trained end users and multiple teams on Jira tool for project execution, issue tracking, agile project management, sprint planning and prioritizing backlog.
 - Evaluated, researched and raised support tickets with vendors for application defects and upgrades.
 - Resolved and analyzed incident tickets, bugs, defects and requests raised by end users for Jira or Rally application.
 - Administered external demos to business units, ARTs and end users for upcoming JIRA releases and production implementation.
 - Deployed code in multiple JIRA environments for implementation of new functions/ features.
 - Checked in code and merged code updates to master Git branch from other branches.
 - Applied code fixes post JIRA Server upgrade for scripted fields, listeners, and behaviors.
 - Developed Tableau dashboards for visualizing data for business units and teams.
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Project Manager (JIRA Administrator)

Discover Financial Services, Chicago, IL | 06/2017 – 11/2020

- Jira Administration expert with deep knowledge of the tool. Skilled on all aspects, from user interface interactions to critical Admin tasks and customer support troubleshooting.
- Administered application access to users, group and project access per user requests for JIRA or Rally application.
- Designed and built advanced JIRA workflows, security, field, permission, notification, screen and issue schemes for multiple projects and system configurations in JIRA.
- Provided technical support, monitored and addressed questions from support channels and supplied technical trainings to end users as needed.
- Researched, identified, tested and recommended gadgets and plug-in capabilities for JIRA tool integration.
- Recommended methodologies for process improvement in scrum and external teams to deliver feedback and drive performance goals.
- Collaborated with agile teams to groom features and user stories, ensuring acceptance criteria and requirements met the Definition of Ready (DOR).
- Built functions and products for end users per acceptance criteria and ensuring they met the Definition of Done (DOD).

- Coordinated production release and executed implementations for Enterprise-wide JIRA release in production environment.
- Provided user management and support for local and remote users, managed system access across groups to ensure compliance, and maintain best practices.

Quality Assurance Analyst

UST Global, Client -TrueValue Co., Chicago IL | 03/2015 – 05/2017

- Performed system, component, functional, regression and performance tests in QA, DEV, and UAT environments in different browsers IE, Chrome and documented test evidences and findings.
- Participated with business and technology leads review meetings to identify the appropriate data for testing, and prepared data for test cases.
- Reviewed requirement documents, Participated in triage and business meeting, created test summary report, coordinate with offshore teams and developers to track, log and report defects.
- Executed SQL scripts for test validation, wrote SQL Queries for backend testing.
- Designed, developed and implemented test plans, scripts using the detailed business requirement documents provided by the business analysts.

CERTIFICATES

- **Lean Six Sigma Green Belt** - Institute of Industrial and Systems Engineers at Purdue
- **SAFe® 4 Certified Scrum Master** - Scaled Agile
- **Full Stack Web Development** - Evangadi Tech
- **ACP-120 Jira Administration for Cloud** - Atlassian

EDUCATION

- Bachelor of Science (BS), Computer Science, Northeastern Illinois University, Chicago, IL

SKILLS

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|---------------------------|-------------------|-----------------|
| • Management & Leadership | • Forum Directory | • HTML5 |
| • Problem-Solving | • HP ALM | • JavaScript |
| • Jira | • Bugzilla | • CSS3 |
| • Advanced Roadmaps | • Zephyr Scale | • Bootstrap |
| • Confluence | • ServiceNow | • jQuery |
| • ScriptRunner | • Yammer | • React.js |
| • JQL Functions | • Slack | • Node.js |
| • Tableau | • Rally | • SQL Databases |
| • Miro | • MySQL | • jQuery |
| • Teams | • Express | • GitHub |
| | • JSON | |