



Yuliia Tkachenko

Atlassian Administrator | Automation & Process Optimization

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PROFESSIONAL SUMMARY

Jira & Confluence Administrator with experience in enterprise Atlassian Data Center environments (8,000+ active users, 500+ projects). Specializes in JSM/ITSM, process automation, configuration governance, and access control for PII-sensitive workflows. Delivered measurable results: 34% reduction in support volume, automated resolution of 28–60% of queue tickets monthly (from a near-zero baseline), 25% SaaS cost savings, and 40% faster request processing via 100+ ScriptRunner (Groovy) automations. Led Server-to-Data Center migration and built HR service desk from scratch with strict RBAC.

CORE COMPETENCIES

Atlassian: Jira (advanced), Confluence (advanced), Jira Service Management, JQL (advanced)

Plugins: ScriptRunner (Groovy), Structure, Assets/Insight, eazyBI, Automation for Jira, Time to SLA, The Scheduler, Zephyr

Automation: n8n, Webhooks, REST API, Zapier, Slack Workflow Builder

Security & Auth: SSO via Keycloak (SAML), 2FA, RBAC, Privileged Access Management, Access Audits

Data & Reporting: SQL (PostgreSQL), Grafana, JQL Analytics, Jira Dashboards, eazyBI Dashboards

System Admin: Linux (Bash), GitLab, Postman, Google Workspace, Mattermost, SaaS Portfolio Management

Processes: ITSM/ITIL practices, Incident & Change Management, Scrum, Kanban, Agile delivery

PROFESSIONAL EXPERIENCE

Skyeng LANGROOM LTD · Remote, Ukraine · May 2021 – June 2023 | Progressive role expansion: Project Support -> Jira Admin -> SaaS/Infrastructure Admin (concurrent)

Jira & Confluence Administrator (Atlassian Data Center) | January 2022 – June 2023

- Administered enterprise Jira Data Center: 8,000+ active users, 500+ projects; handled 3,000+ user support requests.
- Built and maintained a library of 100+ Groovy scripts (ScriptRunner): Behaviours, Listeners, REST endpoints, Jobs, and intelligent task routing, reducing request processing time by 40%.
- Reduced support volume by 34% and increased automated ticket closure to 28–60% monthly (from a near-zero baseline) through Jira Automation, ScriptRunner, Confluence documentation, and end-user training
- Designed and implemented a Core Workflow Framework — consolidated fragmented workflows, eliminated configuration debt, established governance standards across 400+ projects.
- Led migration from Jira & Confluence Server to Data Center; remediated unsupported plugins, planned zero-downtime cutover, and configured SSO via Keycloak, RBAC, and PAM. Managed regular DC upgrades (including off-hours releases) with step-by-step runbooks and checklists.
- Built HR JSM from scratch (self-service portal, SLA, Confluence KB) with PII-compliant RBAC; designed role-based board, workflow, and validator restrictions for onboarding/offboarding processes.
- Built Grafana dashboards with direct SQL queries on the Jira database for real-time SLA, team performance, and project health monitoring; created Structure hierarchies with SLA visibility (wiki markup, progress bars).
- Automated configuration governance and system housekeeping (stale projects, unused entities, user/bot audits, archiving) via n8n, ScriptRunner and Jira automation, reducing manual admin overhead.
- Led Notion-to-Confluence migration with zero data loss; migrated Jira projects and Confluence spaces between instances.

Infrastructure Project Manager | July 2022 – June 2023 *(concurrent role)*

- Reduced SaaS infrastructure costs by ~25% through systematic license audit and portfolio optimization.
- Owned full SaaS service lifecycle: vendor communication, user support, configuration changes, and service documentation.
- Implemented and maintained security controls across all corporate systems: SSO, 2FA, RBAC, PAM.
- Conducted regular access audits (users, roles, service accounts, bots); delivered structured reports to IT Security.
- Developed cross-system integrations using n8n, REST APIs, and webhooks (Google Workspace, Mattermost, Zoom, Miro).
- Supported client portal troubleshooting in cooperation with the development team (PHP/Symfony).

Project Support Manager | May 2021 – January 2022

- Provided L1 Atlassian support (Jira & Confluence): permissions, configurations, user onboarding, and troubleshooting.
- Triaged user-reported defects: reproduced bugs, documented steps-to-reproduce and expected behavior, escalated validated issues to QA or linked existing defects.
- Automated and standardised routine business processes for QA, Marketing, and Management teams.
- Reduced request processing time by structuring and classifying recurring request types.
- Introduced team KPI tracking framework (approved by team lead).
- Authored internal team documentation and support playbooks.

XL GRUPP · Mykolaiv, Ukraine · November 2020 – June 2021

Website Administrator & Digital Marketing Specialist

- Built a Java-based competitor price monitoring tool, cut analytics preparation from 8 h/week to 15 minutes; this programming foundation accelerated later adoption of Groovy/ScriptRunner automation in Jira.
- Grew inbound website orders by ~200% through funnel optimization and SEO; achieved Top-3 Google rankings in automotive niche.
- Performed technical site audit, code cleanup, and resolved indexing issues enabling full search engine visibility.

EDUCATION

Master of Science — Computer Science · 2018 – 2020

Petro Mohyla Black Sea National University, Mykolaiv, Ukraine

Bachelor of Science — Computer Science · 2014 – 2018

Petro Mohyla Black Sea National University, Mykolaiv, Ukraine

LANGUAGES

- Ukrainian: Native
- Russian: Native
- German: B1 (DTZ Certificate)
- English: Intermediate (technical reading & documentation)