

**SAMUEL NYANTENG**

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**Summary**

Dedicated and highly skilled Atlassian Administrator (Solutions Engineer) with over 8 years of experience in administering, developing, and optimizing Jira and Confluence. Proficient in customizing workflows, enhancing efficiency, and ensuring compliance with industry best practices. Strong problem-solving skills and a track record of delivering outstanding results. Seeking to leverage my expertise to support in managing and configuring Atlassian applications.

**Skills**

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| * Atlassian Suite Administration (Jira, Confluence, and add-ons) * Advanced Workflow Customization * Groovy Scripting for Automation * Performance Optimization * Agile and Scrum Methodology * Strong Troubleshooting Skills * Integration with Other Tools * Add-on Evaluation and Implementation * User Training and Support. | * Plugin Development * Proficiency in JQL and Building Advanced Reports. * Strong Communication Skills. * Version Control Management (GitHub, Bitbucket). * Microsoft Suits (Word, excel and Powerpoint). * Database Management (SQL, MySQLi) * Certified in CompTIA Security+, AWS, and Microsoft Azure. * PHP, Python And Wordpress. * Building Automation rule for Jira projects. |

**Experience**

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|  | * Administer and customize Atlassian applications, including Jira and Confluence, for federal government contracts, ensuring optimal performance and compliance. * Create and customize fields, screens, workflows, and related Jira components, enhancing project management efficiency. * Modified Groovy scripts to automate procedures and integrate with other development tools, resulting in time and cost savings. * Collaborate with development and operations teams to design and build generic, scalable, and reusable solutions. * Provide training and support to project teams, improving user adoption and proficiency. * Maintain and support existing projects while staying up-to-date on industry best practices and suggesting improvements. * Developed and implemented advanced Jira workflows, permission schemes, notification schemes, and screen schemes, resulting in a 20% increase in workflow efficiency. * Successfully migrated Jira server to Jira cloud enterprise level, consolidating multiple instances into a unified platform, reducing maintenance costs. * Created and executed an ITSM roadmap based on ITIL best practices, resulting in improved incident management and problem resolution processes. * Managed and tracked Jira tickets, ensuring timely updates and adherence to SLAs, handling an average of 100 tickets per week with a 95% on-time resolution rate. * Proficient in SharePoint development and customization, coupled with strong SharePoint Administration skills. * Evaluated, selected, and configured various add-ons, including Rich Filters, Script Runner, and Enterprise Project Template Builder, enhancing Jira functionality and enabling customized reporting and automation capabilities. * Performing backup for systems periodically. * Strong understanding of JIRA workflows and configurations, with proficiency in JQL (JIRA Query Language). * Proficient in efficiently troubleshooting technical issues related to SharePoint and JIRA. * Develop, customize, and maintain SharePoint solutions, including SharePoint Administration. * Successfully integrated Stash with Jira and Bamboo, enabling seamless access to related code changes and builds for development projects. * Integrate JIRA functionalities into the SharePoint environment using proficiency in JQL. * Customized Jira workflows, conditions, validators, and post-functions to streamline issue management and workflow automation. * Troubleshoot SharePoint and JIRA issues as needed to ensure compatibility and seamless operation. * Provided training and support to team members on Jira administration best practices, increasing user proficiency. * Integrated Jira and Confluence for seamless user management and efficient sharing of issues and pages, resulting in a 30% increase in collaboration. * Customized Atlassian Jira and Confluence by developing various plugins and scripts, reducing manual tasks by 25% and improving system performance. * Integrated and upgraded Bamboo, Confluence, and GitHub with Jira, ensuring smooth collaboration and project management. * Implemented weekly backups for Jira and Bitbucket, ensuring data integrity and disaster recovery readiness. * Using JavaScript to validate fields in Jira. * Writing and debugging of PHP codes. * Using Python to implement Rest API for both Jira and Confluence. * Migrated MySQLi database from one cloud(hosting instance) to another |

**Education and Training**

Strayer University | Piscataway, New Jersey

**Master's** in Management Information Systems

*2016*

Rutgers University | Newark, New Jersey

**Bachelor of Science** in Computer Science

*2009*

**Certifications**

* CompTIA Security+
* Microsoft Certified Azure Administrator
* Azure Solutions Architect Expert
* Professional Scrum Master™ I