

Iro Karavasili

Atlassian Engineer - Service Delivery - Process Design

Email: iro-k@outlook.com | LinkedIn: [linkedin.com/in/iro-karavasili-37379ab8/](https://www.linkedin.com/in/iro-karavasili-37379ab8/) | Location: Greece

7+

Years in Atlassian environments

5

Enterprise environments supported

10+

Atlassian Marketplace apps

Cloud & DC

Platform expertise

CONTACT

Email: iro-k@outlook.com

LinkedIn: <https://www.linkedin.com/in/iro-karavasili-37379ab8/>

Location: Greece

Languages: English, French

PROFESSIONAL SUMMARY

Processes, Methods and Tools Engineer specialized in Atlassian ecosystems, DevOps support, and high-reliability service delivery.

CURRENT FOCUS

Processes, Methods and Tools Engineer (Atlassian tools)

Currently at Renesas Electronics as Atlassian DevOps Engineer

(October 2024 - Present), driving process consistency and tooling workflows.

CORE STRENGTHS

- Atlassian Platform Administration
- Cloud & Data Center Expertise
- Jira & Confluence Configuration
- Platform Migration
- Service Delivery & ITSM
- Process Improvement

TOOLS AND PLATFORMS

ATLASSIAN ECOSYSTEM

- Jira
- Confluence
- Jira Service Management
- Bitbucket
- Atlassian Cloud
- Atlassian Data Center
- ScriptRunner
- Automation & Scripting
- Python

DELIVERY AND OPERATIONS

- Service Delivery
- IT Service Management
- Incident Management
- SLA Management
- DevOps Support
- Operational Support
- Troubleshooting

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Atlassian Engineer - Service Delivery - Process Design

Page 2

- Cross-Team Coordination

PROCESS AND GOVERNANCE

- Process Improvement
- Workflow Configuration
- Documentation Standards
- Reporting and Dashboards
- Stakeholder Communication
- Platform Migration

EXPERIENCE

Renesas Electronics

Atlassian DevOps Engineer

October 2024 - Present (1 year 5 months) | Greece

Processes, Methods and Tools Engineer.

Mitel

Service Delivery Manager and Jira/Confluence Administrator

October 2023 - October 2024 (1 year 1 month) | Greece

Service Delivery Manager and Jira/Confluence administrator.

Atos

Career progression through promoted roles

July 2018 - October 2023 (5 years 4 months) | Greece

Service Delivery Manager and Jira/Confluence Administrator

2020 - October 2023 (3 years) | Greece

Service Delivery Manager and Jira/Confluence administrator.

Jira/Confluence Administrator

December 2018 - October 2023 (4 years 11 months) | Athens, Attiki, Greece

JIRA/Confluence Systems Administrator.

DevOps Engineer Intern

July 2018 - December 2018 (6 months) | Greece

JIRA/Confluence administrator.

Private Lessons

Private Tutor

September 2009 - June 2018 (8 years 10 months) | Athens, Greece

Delivered one-on-one tutoring across mathematics, physics, statistics, reading skills, and test preparation. Worked with students and parents to track progress and improve study outcomes.

LG CNS Greek Branch

Technical Support Staff

October 2017 - November 2017 (2 months)

Supported the new electronic ticketing system for Athens public transport, including personalized ATH.ENA Card issuance.

Hellenic Statistical Authority (ELSTAT)

Statistical Data Intern

July 2014 - August 2014 (2 months) | Greece

Supported the 2014 Annual Agricultural Statistical Survey in the Agriculture and Livestock Statistics division, assisting with data transmission through a web application.

EDUCATION

National Technical University of Athens
Bachelor and Master Degrees
School of Applied Mathematical and Physical Science | 2009 - 2018

CERTIFICATIONS

- ITIL Foundation Level
- ECPE
- Google Certificate in Project Management

INTERESTS

Traveling - Routes and City Notes

I enjoy traveling and exploring local culture, architecture, and daily life.

Plants - Plant Care Routine

I enjoy caring for plants, a routine that supports calm and attention to detail.

Art and Painting - Artistic Mindset

Passionate about visual arts, I regularly practice drawing and painting. I explore different styles and techniques to strengthen attention to detail and creative thinking.