Andrea R

[LinkedIn](#) | [GitHub](#)

Education:
- *Bachelor of Science in Business Administration - Project Management,* Liberty University
- *Full-Stack Web Development Coding Bootcamp*, University of North Carolina Chapel Hill

Certifications: (all active)
- *Certified Associate in Project Management (**CAPM**) -* Project Management Institute, July 2021
- *Professional Scrum Master (**PSM**)* – Scrum.org, August 2021
- *Professional Scrum Product Owner (**PSPO**) -* Scrum.org, October 2021
- *SAFe Advanced Scrum Master (**SASM**) -* Scaled Agile Framework, Inc., November 2021
- *Salesforce Certified Administrator (**SCA**)* – Salesforce, April 2022
- *ACP-620 Managing Jira Projects for Cloud* – Atlassian, August 2022
- *ACP-120 Jira Administrator for Cloud* – Atlassian, September 2022
- *APB-220 Confluence Space Administration Pro Skills Badge* - Atlassian, October 2022
- *ACP-420 Managing Jira Service Projects for Cloud* - Atlassian, November 2022
- *Atlassian Certified Expert* - Atlassian, November 2022
- AB-814 Trello Enterprise Administration Badge - Atlassian, March 2023

Skills/Systems: Advanced Microsoft Suite, Advanced Atlassian Suite Admin experience, Salesforce B2B & B2C, Project Management software: MS Project, Smartsheet, Jira, Wrike, Asana

Experience

Associate (Atlassian) Business Consultant: February 2023 – Present
- Act as the business analyst on client engagements
- Configure Atlassian systems, integrations, or other client needs

IT Project Specialist, Relias LLC: June 2022 – February 2023
- Led IT implementation projects in the project manager role (i.e. Salesforce Marketing Cloud,
- Dialpad, Advanced Roadmaps, etc.)
- Was the Atlassian SME/Solutions Architect

Junior Business Systems Administrator, Relias LLC: July 2021 – June 2022
- First line of internal service request support for Salesforce, Jira, and other business systems
- As a Jira Admin, brainstormed, built, and implemented more efficient processes organization wide, enhancing transparency and collaboration - see Atlassian projects section
- As the team's Agile Champion, coached the team on moving towards an agile mindset, starting with creating cross-functionality, introducing agile techniques, and other agile initiatives

Instructional Staff, UNC - Chapel Hill: April 2021 – March 2023
- Instructor, teaching assistant, and grader for Technology Project Management and Product Management Boot Camps at UNC and other universities (University of Miami, Rice University, University of Texas, Austin, University of Kansas, University of California, Berkeley)
- Partner with curriculum developers to QA, critique, and create curriculum materials for the project management bootcamp

- Assist with any Jira activity demos

Executive Assistant to CEO, Exceptional Women School: January 2019 – December 2020
- Established internet presence for women's start up consulting/coaching business in project management and business analysis
- Acted as the project manager, keeping track of work in Trello
- Maintained and managed business calendar, events, and meetings
- Grew business with founder as we gained more and more clients

Atlassian Projects
- Human Resources/New Hire Alert
  - HR used to send alerts (employee change alerts, promotions, etc.) to the Business Systems team through email and they were managed very messily through the email inbox. Using an email handler in Jira Software and purchasing/integrating the Issue Checklist Pro app, was able to completely automate the process.
  - Using components, automations using fields from the app, and the email handler - cut out errors 100% compared to managing these in an email inbox.
  - Once JSM was purchased, migrated this to JSM, so any hiring managers can get alerts and see progress in the portal, using a JSM form for new hires.
- Field Retirement Jira Project
  - Our business systems team had a very complex process for field retirement processes, so a new project was needed. Each step in the process required a waiting period after completion of the step, so it required a complex workflow (conditions, validators, and post functions), automations, and used a checklist that was all automated.
  - Added card colors that were based on a Days in Waiting Remaining field that used a math function/smart value in the automation that updated it.
- Change Advisory Board Implementation (CAB)
  - This board was first instituted in the business systems team and was implemented using Jira.
  - Created screens, transitions, and automations to allow CAB approvers to approve or reject tickets.
  - Created separate sub-task types to have CAB info separate from the stories the teams were working on.
  - Created a Dashboard for users to go with it.
- IT Department Project Migrations from Team-managed to Company-Managed
- Jira Align Implementation
  - Configured Jira Align in a sandbox & prod instance
  - All Jira Software configuration needed
  - Bulk moved tickets from old projects to Jira Software projects integrated with Jira Align, using best practices
- Jira Service Management Implementation for our Helpdesk and Information Security Teams, including asset management
  - Insight and IQL knowledge (Asset/AQL due to recent name change)
  - Importing Assets experience
  - Insight (Asset) fields
  - automations to support Helpdesk processes
  - integrated checklist with the portal
- Have done some automation work with the Salesforce ServiceRocket connector app we have
- Set up Atlassian SSO for our users as Atlassian Access was purchased
- Lead team of admins to implement Advanced Roadmaps