



Ada Skillings

Jira Administrator

Chicago, United States

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↗ skillin.gs, [LinkedIn](#)

Skills

Jira Service Management

Jira Software

Jira Work Management

Jira Query Language

Confluence

AWS

DNS Management

MacOS

Linux Administration

Bash Scripting

Root cause analyses

Computer Networking

Hobbies

analog photography,
mycology, interior design

Profile

Highly skilled and adaptive Jira Administrator, bringing forth the ability to effectively design, create, and manage Jira Work Management, Service Management, and Service projects. Over the past 2 years I have released multiple new Jira projects, improved existing projects, and created new add-ons using the Atlassian API to help teams better manager their work.

Employment History

Systems Administrator, Neighborhoods.com, Chicago, IL, USA

January 2022 — Present

Design, implement, and administer Jira Service Management and Jira Software projects. Create Jira add-ons and other complimentary software. Manage a fleet of macOS devices and implement and MDM solution for those devices. Run security audits, and respond to security incidents. Manage DNS security for 1000+ domains. Manage SSL certificates for internal tools.

Disaster Relief Volunteer, American Red Cross, Phoenix, AZ, USA

September 2015 — February 2022

Desktop Support Technician, New York University, New York, NY, USA

September 2013 — January 2014

Education

Google IT Support Specialization, coursera.org

January 2022 — July 2022

Shadow Ridge High School, Surprise, AZ, USA

August 2011 — May 2013