



Pedro Felgueiras
Atlassian Administrator

Contact

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Language

Portuguese	★★★★★
English	★★★★☆
Spanish	★★★☆☆
French	★★★☆☆

Hobbies

Touring	Hi-Fi	3D Print
Movies	Travel	Hiking

Social Networks



Pedro Felgueiras

Atlassian Administrator

Profile

I'm a self-motivated and highly competent IT professional with extensive background in developing and customizing internal tools and processes. I have excellent interpersonal skills and empathy, enabling me to interact with a wide range of departments identifying their needs and burdens. I am eager to be challenged in order to grow and further improve my skills. My greatest passion is using my technical know-how and skills to facilitate and improve day to day tasks to organisations and their persons.

Hire Me

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Work Experience

Lead Atlassian Administrator - VHI - NR3 2022 - Current

- ✦ Allocated to customer Vhi Healthcare
- ✦ Lead and support all administrative functions of Jira and Confluence
- ✦ Provide creative cloud architecture and coding solutions, participate in the entire application life cycle from design to development, testing, deployment, and support of various applications
- ✦ Develop, automate, and deploy standard and custom solutions to functional users.
- ✦ Write custom code in Groovy to integrate with other internal and external applications.
- ✦ Produce custom reports and perform system health checks.
- ✦ Create Jira projects, workflows, permissions, notifications, and custom fields
- ✦ Engage with vendors and Support teams to resolve application issues on escalated problems.
- ✦ Create Confluence spaces, archive, move and purge content as needed
- ✦ Mentor and train junior team members to become SMEs
- ✦ Maintain and update documentation related to architecture, operations, and support

Atlassian Expert - Mercedes-Benz.io 2021 - 2022

- ✦ Providing access (and instructions) to our Atlassian tools to every program/product within the scope
- ✦ Maintaining Service Desk as first point of contact for the regions & markets
- ✦ Creating and configuring internal and external projects and spaces within Jira & Confluence
- ✦ Creating and customizing workflows, screens, custom fields, permissions and automations
- ✦ Coaching/Guiding in JIRA and Confluence
- ✦ Ensuring and observing the compliance of the Atlassian toolsets according to Daimler policies and processes
- ✦ Being responsible for the Atlassian support (1st - 3rd level)
- ✦ Being responsible for application and user licensing
- ✦ Ensuring the usage of best practices and avoid implementations with potential for performance degradation
- ✦ Managing Atlassian plugins (consult, install, configure, maintain)
- ✦ Creating ScriptRunner automations/customizations
- ✦ Developing and maintaining scripted customizations
- ✦ Providing developed tools and workflows
- ✦ Monitoring security reports from Atlassian
- ✦ Evaluating consistency and performance impacts
- ✦ Ensuring maintainability of the code base

Atlassian Administrator - i2S Insurance Knowledge 2014 - 2021

- ✦ Maintain, Configure and Develop solutions on Atlassian Stack (Jira, Confluence, Crowd)
- ✦ Develop and maintain reporting platform to aggregate data between applications
- ✦ Identify and Implement requirements to enforce company processes and daily tasks
- ✦ Managing a junior developer on implementing new requirement on custom ERP

Project Manager - i2S Insurance Knowledge 2013 - 2014

- ✦ Planning, executing, monitoring, controlling the work of the team involved in the project.

Research and development - CCG Centro de Computação Gráfica 2013-2013

- ✦ Implement proof of concept for medical IT systems using best practices, using HL7 and QRDA standards, implemented in Java, Spring and Hibernate

Programmer - Spotfokus 2012 - 2013

- ✦ Develop Web Sites with Drupal, Joomla and WordPress, using PHP, MySQL

Project Engineer - VirtualWelt 2011-2012

- ✦ Developing web applications for Hotel Industry, using J2EE, Hibernate, Spring, ZKoss

Education

2017 - Current Master in Computer Science - Instituto Superior de Engenharia do Porto - Instituto Politécnico do Porto	2008 - 2011 Engineer Degree in Computer Graphics - Escola Superior de Tecnologia e Gestão - Instituto Politécnico de Viana do Castelo
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Skills

Jira, Confluence, Crowd	<div></div>	Java, Atlassian SDK, Maven	<div></div>
Groovy, Python	<div></div>	Jenkins, Bitbucket Pipelines	<div></div>
Linux, Docker	<div></div>	PostgreSQL, MySQL, MS SQL	<div></div>