

PROFILE

Atlassian Certified Master who is passionate about getting things done with minimum effort and creating opportunities for businesses to automate processes and increase ROI. After almost a decade, I have strengthened my knowledge and experience working with Atlassian product suites such as Jira Software, Jira Service Management and Confluence. I have worked in many various roles such as Business User, Software Engineer, Project Manager, and Scrum Master.

I establish my strong reputation on Upwork with Top Rated Plus badge and 100% 5-star ratings from clients worldwide.

EMPLOYMENT HISTORY

Independent Freelancer, Upwork [[upwork.com](https://www.upwork.com)]

AUGUST 2017 – PRESENT

- Atlassian Certified Master: Jira, Jira Service Management, Confluence
- Top Rated Plus Badge (Top 3% performer), 100% Job Success Rate, 100% 5-star client rating
- Delivering value to 60+ clients over close to 6,000 hours of work
- Specializations:
 1. Translating business requirements into Jira/Confluence implementation, creation and management of projects, workflows, security schemes, custom fields, dashboards, and reports
 2. Setting up SCRUM/Kanban best practices, training development teams to use the platform
 3. Automating manual tasks using Jira Automation or ScriptRunner
 4. Performing admin tasks (maintenance, logging, health-checking) & providing best practice advisory
 5. Training users on using Jira/Confluence/Jira Service Management in multiple roles
 6. Migrating from/to Jira from/to other services: ServiceNow, Zendesk, Trello...
 7. Working with various add-ons: BigGantt, BigPicture, Tempo Timesheets, Tempo Planning, Github, Bitbucket, Zephyr...
 8. Chaining automated business workflows created from JSM with low-code platforms such as Zapier, Airtable, Retool, Google Suite

Technical Project Manager, Beesightsoft [[beesightsoft.com](https://www.beesightsoft.com)], Ho Chi Minh

JULY 2014 – JULY 2018

- Led multiples projects commissioned by international clients and achieved a 90% success rate
- Collaborated with clients, external and internal stakeholders to align on project deliverables and timelines
- Monitored and managed progress of development teams to ensure on-time project delivery
- Resolved technical issues and team conflicts to maintain project progress
- Managed Jira Scrum/Kanban boards for development teams: task management, progress tracking, identified bottlenecks, resolved issues
- Managed Confluence for project documentation and team collaborations

EDUCATION

Bachelor of Engineering, University of Information Technology, Vietnam National University

OCTOBER 2010 – JUNE 2015

LINKS

[Upwork Profile](#) [LinkedIn Profile](#) [Website](#)

SKILLS

Atlassian (Admin, Consulting, Migration, Add-on)

ITSM: ITIL

Agile Frameworks: Scrum, Kanban, XP

No-code Automation Development: Zapier, Retool, Google Workspace, Airtable

CERTIFICATIONS

Atlassian Certified Master, atlassian.com/certification

MARCH 2019 – PRESENT

[View Badge](#)

Atlassian Certified Jira Administrator for Cloud

SEPTEMBER 2020 – PRESENT

[View Badge](#)

Atlassian Certified in Managing Jira Cloud Projects

AUGUST 2020 – PRESENT

[View Badge](#)

Atlassian Certified Jira Administrator for Data Center and Server

JULY 2019 – PRESENT

[View Badge](#)

Atlassian Certified Jira Service Desk Administrator

MAY 2019 – PRESENT

[View Badge](#)

Atlassian Certified in Jira Project Administrator for Data Center and Server

DECEMBER 2018 – PRESENT

[View Badge](#)

Atlassian Certified in Agile Development with Jira Software

NOVEMBER 2018 – PRESENT

[View Badge](#)

Certified Scrum Product Owner

APRIL 2021 – PRESENT

[View Badge](#)

Professional Scrum Certifications, Scrum.org

JANUARY 2017 – PRESENT

[View Badge](#)