

# KRISTIN A LYONS

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## SUMMARY

Results-driven technology professional, articulate communicator and strong team player with excellent interpersonal skills offers 12 years of technical, organizational, and customer relations experience towards a technology-based career which provides growth opportunity.

## EDUCATION

**Jira Administration** | Atlassian University | 2018

**Digital Photography Certification** | Rhode Island School of Design | Providence, RI | 2012

**Bachelor of Science, Anthropology** | Rhode Island College | Providence, RI | 2007

**Digital Curation Graduate Certificate** | University of Maine | Orono, ME | 2014

Member of *Alpha Delta Lambda National Honor Society*

## PROFESSIONAL EXPERIENCE

### **JIRA & Confluence Administration | Segura Consulting, LLC, Williamsburg, MA | 2015 – Present**

- Clients included iRobot, Black Duck Software, Pfizer, Kronos, and Carbonite.
- Experienced with Atlassian JIRA, Confluence, JIRA Service Desk, HipChat
- Utilized the *ScriptRunner* add-on to implement a script which changed the assignee of an issue based on the value of a custom field for a client's cloud-based installation of JIRA.
- Installed and configured JIRA Service Desk.
- Worked with project managers to upload vision, strategy, notes and PPT decks appropriately into our suite of Atlassian tools.
- Created custom issue types.
- Managed user accounts.
- Created individual and customized dashboards for users.
- Created Kanban and Scrum boards for projects.
- Created custom filters.
- Made changes and improvements to projects as requested.
- Created a script which would update the priority field based on a calculation of the values of certain custom fields.
- Implemented the add-on *Jirassimo Emails Reminders Notifications* to trigger notifications for a client's server-based installation of JIRA.
- Documented each new client's current JIRA and Confluence configurations to create a baseline before we began implementing upgrades and modifications.
- Created JIRA projects integrating workflows, screen schemes, field configuration schemes, permission schemes, project roles, and notification schemes.
- Created test issues to ensure the project works as intended.
- Created Workflow schemes and associated workflows.
- Created Screen Schemes and associated screens.
- Created Field configuration schemes and associated schemes.
- Created Permission schemes and notification schemes.
- Configured application links to other Atlassian tools.

- Integrated JIRA with Bamboo to display build information in JIRA tickets.
- Integrated JIRA with Confluence so spaces can be created in Confluence that integrate with JIRA projects.
- Trained client personnel in JIRA and Confluence administration.
- Created HOW TO articles and training documentation in Confluence.
- Created documentation pages in Confluence.
- Created dynamic JIRA reports in Confluence.

#### **Counter Intelligence Agent & Community Coordinator | Best Buy, Taunton, MA | 2010 – 2015**

- Tutored customers in the operation of their home and small office productivity products (*Microsoft Office suite, Adobe Creative suite, Norton Security suite, etc.*), peripherals, software, upgrades and installations.
- Assisted clients with technical questions and support.
- Facilitated the complete solution of product sales, upgrades, installations, and services in the store.
- Troubleshoot computers when they come in for repair which requires an extensive proficiency in both hardware and software.
- Diagnosed operating problems and recommend solutions to customers.
- Prepared weekly financial reports for our department including our profit & loss and an inventory on products that are shipped to corporate headquarters for repair and service.
- Requested escalations from corporate headquarter, a way of communicating with the service center when a problem arises.
- Due to my experience and expertise in many areas of the stores, I was a member of a regional group that train new employees.
- Assisted in maintaining organization and communication throughout the precinct.
- Set up community volunteer opportunities for Best Buy employees.
- Managed and administer community donation requests; approve or deny donations.

#### **Counter Intelligence Agent | Best Buy, Dartmouth, MA | 2008 – 2010**

- Assisted clients with technical questions and support.
- Configured new laptop, netbook, and desktop computer operating systems, software, and peripherals to the client's specifications.
- Computer repair and maintenance work for Best Buy clients.
- Administered weekly precinct paperwork including store warranty charges to our profit & loss and tracking status update on units that are sent through our service center.
- Communicate with the service center to ensure repairs are done in a timely manner.
- Due to my experience and expertise in many areas of the stores, I am part of a regional group that train new employees.
- Attend leadership meetings when Geek Squad manager is unable to attend.
- Assist in maintaining organization and communication throughout the precinct.
- **Viewpoint Champion** - leader of an employee driven committee to maintain employee well-being within the store.
- **Growth Initiative Lead** - leader of the store's growth plan to help drive new customers.
- Approve or decline grant requests for @15 (a Best Buy teen grant program) for our store.
- **Community Chair** - maintain relationship with local community nonprofit chapters to help raise money from Best Buy for their chapter.

#### **Media & Merchandising Customer Specialist | Best Buy, Dartmouth, MA | 2005 – 2008**

- Construct planograms for each department.
- Be creative with new ways to display merchandise.

- Transferred to other stores temporarily to train new employees.