

Adam Vaughn

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SUMMARY

Atlassian Administrator with five years supporting Jira, **Jira Service Management**, Jira Assets, Insight, CMDB governance, and enterprise configuration management across complex technology environments. Builds dependable asset and service data models that improve operational visibility for infrastructure, cloud, cybersecurity, network, and application teams. Leads schema design, lifecycle governance, service mapping, dependency management, automation, REST API integrations, and discovery reconciliation. Applies **ITIL Configuration Management** practices through **data quality reviews**, audit evidence, compliance controls, and change process support. Creates dashboards, reports, and KPIs that turn configuration data into practical operating decisions. Partners effectively with technical stakeholders, troubleshoots platform issues, and brings growing exposure to Atlassian Intelligence, Rovo, Virtual Agent, GenAI, and **LLM based service management**.

EXPERIENCE

Senior Atlassian Administrator

BlueMesa Technology Services

July 2024 - Present

Austin, Texas

- Owns Jira Service Management and Jira Assets administration across infrastructure, cloud, security, network, and application services. Leads configuration governance, automation, service mapping, audit readiness, and operational reporting for technology stakeholders.
- Redesigned **Jira Assets** models for 18,000 records, improving validation and ownership across service teams.
 - Mapped business services to applications, hosts, cloud resources, and support groups, clarifying incident impact.
 - Automated discovery reconciliation with Atlassian Automation, **REST APIs**, Python, and ScriptRunner **workflows**.
 - Established **CMDB** health reviews with completeness checks, relationship validation, audit evidence, and compliance KPIs.
 - Created dashboards showing configuration quality trends, asset compliance, and remediation priorities for technology leaders.
 - Governed Jira **permissions**, workflows, **automations**, schemas, and lifecycle controls across enterprise service operations.

Atlassian Administrator

Redwood Service Platforms

March 2022 - June 2024

San Antonio, Texas

- Administered Jira, **Jira Service Management**, and **Jira Assets** for internal technology teams supporting multiple business units. Delivered governed schemas, integrations, data quality controls, automation utilities, and audit support for service management operations.
- Administered **Jira** workflows, queues, permissions, automations, and Jira Assets for multiple technology teams.
 - Created schemas for endpoints, servers, applications, vendors, and cloud resources supporting **service management**.
 - Integrated inventory and discovery sources through REST APIs, scheduled automation, and documented **reconciliation** procedures.
 - Applied **ITIL Configuration Management** during quarterly reviews, resolving duplicate, incomplete, and orphaned records.
 - Wrote Groovy and Python utilities for controlled updates while preserving traceability and platform governance.
 - Partnered with cybersecurity and infrastructure teams on audit evidence, ownership reviews, and risk investigations.

Jira Systems Analyst

Cedar Peak Logistics Technology

October 2021 - February 2022

Dallas, Texas

- Supported Jira and **Jira Service Management** for service desk and infrastructure groups. Maintained configuration records, tested integrations, produced operational dashboards, and documented service dependencies within established governance standards.
- Resolved Jira permission, workflow, notification, and automation issues for service desk operations.
 - Validated **Jira Assets** imports and ownership data before scheduled **service management** reporting cycles.
 - Created **dashboards** tracking queues, configuration completeness, aging records, and change activity for service owners.
 - Tested REST API integrations in nonproduction environments, documenting payloads, mappings, failures, and deployment steps.
 - Reviewed CMDB records against source inventories, escalating mismatches and documenting remediation decisions.
 - Documented **application** dependencies and support **relationships** during service mapping workshops for administrators.

PROJECTS

Enterprise Asset Reconciliation Program 📅 2024

Created a governed reconciliation model connecting discovery feeds, Jira Assets records, ownership data, and exception workflows. The program gave service teams clearer asset accountability and stronger audit evidence.

Service Dependency Visibility Initiative 📅 2023

Built service mappings linking applications, infrastructure, cloud resources, and support groups. Incident, problem, and change teams gained practical impact context for operational decisions.

LEADERSHIP & AWARDS

- Recognized by technology leadership for improving CMDB data quality and operational visibility across service teams.
- Selected by peers as a trusted resource for Jira Assets administration, automation troubleshooting, and governance questions.
- Earned positive stakeholder feedback for clear audit evidence, practical dashboards, and dependable configuration controls.

EDUCATION

Bachelor's Degree in Information Technology
University of Texas at San Antonio GPA: 3.7
Coursework: Jira administration, database systems, network security, systems analysis, information technology governance

2021
San Antonio, Texas

CERTIFICATIONS

- Atlassian Certified Jira Service Management Administrator 📅 2025
- ITIL 4 Foundation 📅 2023

TECHNICAL SKILLS

- **Atlassian Platforms:** Jira, Jira Service Management, Jira Assets
- **Configuration Management:** CMDB, ITIL Configuration Management, asset governance
- **Automation Tools:** Atlassian Automation, ScriptRunner, workflow automation
- **Programming Languages:** Python, Groovy, REST API scripting
- **Integration Methods:** REST APIs, field mapping, scheduled reconciliation
- **Discovery Systems:** Discovery tools, inventory feeds, asset imports
- **Service Management:** Incident management, problem management, change management
- **Data Governance:** Data quality reviews, lifecycle controls, stewardship checkpoints
- **Reporting Platforms:** Jira dashboards, operational reports, KPI tracking
- **Cloud and Infrastructure:** Cloud infrastructure, servers, hosts, network services
- **Risk and Compliance:** Audit evidence, compliance reviews, cybersecurity support
- **Emerging Atlassian Tools:** Atlassian Intelligence, Rovo, Virtual Agent

SKILLS

- Jira Administration
 - Jira Service Management
 - Jira Assets
 - CMDB Governance
- Asset Lifecycle Management
 - Service Mapping
 - Dependency Management
 - ITIL Configuration Management
- Atlassian Automation
 - REST APIs
 - ScriptRunner
 - Python
- Groovy
 - Discovery Tools
 - Cloud Infrastructure

PROFESSIONAL AFFILIATIONS

- Atlassian community participant focused on Jira administration, Jira Service Management, and Assets governance.
- IT service management practitioner engaged with configuration management, audit readiness, and operational governance practices.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST