Mohammad Mahyar Ahmadi

محمد مهیار احمدی

Atlassian Administrator at SnappMarket · moving toward SysAdmin and AI Engineering

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SUMMARY

Atlassian and IT infrastructure specialist with 5+ years in IT. I started in hardware and network support, worked as an IT Administrator at ArvanCloud, and since August 2024 I have specialized in Jira, Confluence and Jira Service Management. I design workflows and permissions and remove repetitive work with Jira Automation, ScriptRunner, Groovy, Python and n8n. AI speeds up my debugging, but I never ship a result without testing it in my own environment.

EXPERIENCE

Atlassian Administrator · SnappMarket

Feb 2026 – present · alongside: Jira implementation for Azki

- Sole Atlassian administrator of a Jira with about 7 million tickets and over 10,000 new ones a day: projects, workflows, custom fields, permissions, notification schemes and spaces; the LDAP/AD connection
- Workflow design and project configuration for IT, operations and business teams; automation with Jira Automation, ScriptRunner, Groovy and the REST API
- A Groovy script on ScriptRunner that sent about 12,000 issues, with full detail, to Kafka for reporting
- Jira Service Management (queues, approvals, SLAs, routing); monitoring with Zabbix and Grafana

Jira Administrator · ArvanCloud

Aug 2024 – Jan 2026

- Owned the Jira and Confluence services; advanced workflows with validators and post functions
- Roles, permission and notification schemes; asset management in Jira with automation and access control
- An offboarding automation that tells the owning teams to revoke every access; task status notifications via Telegram and email
- Scripting in Groovy and Python; standardized the Jira structure across teams and trained users

IT Administrator, in charge of the Service Desk · ArvanCloud

Sep 2023 – Aug 2024

- Company services: Vault, Mattermost, mail server, Issabel, Google Workspace
- Onboarding and offboarding: access, equipment, VPN and email; YubiKeys and equipment purchasing

Network Engineer · Arzesh Pardaz Arian

Mar 2022 – Aug 2023

- Switch configuration for traffic segmentation and security (VLANs, access ports, port security); routers and firewalls; system builds and purchasing of network and server equipment

Network & Hardware Specialist · Kasra (Kimiagaran Sarzamin Rayaneh)

Mar 2021 – Feb 2022

- Hardware and software troubleshooting on Windows, Linux and Mac; VoIP; infrastructure and office machine issues

SKILLS

Atlassian	Jira Cloud, Server and Data Center, Confluence, JSM, Jira Assets, JQL, workflow and permission design
Automation	Jira Automation, ScriptRunner and Groovy, Python, n8n, REST API
Infrastructure	Linux, Docker, ESXi, PostgreSQL, Kafka, GitLab, Keycloak and SSO
Networking	Switching, port security, passive cabling, VPN, VoIP
Monitoring	Zabbix, Grafana
AI	Claude and OpenAI APIs, AI-assisted debugging

WRITING

- jirasupport.ir: 21 Persian articles on workflows, automation, JQL, installation and Data Center
- Atlassian Community: removing duplicate issue type schemes safely; archived or deleted releases
- LinkedIn: two workflow schemes on one project, and the root cause in NodeAssociation
- Virgool: a Jira test environment with Docker and JIRA_HOME

EDUCATION AND LANGUAGES

- B.Sc. Computer Engineering (Software), Islamic Azad University, Central Tehran · Network+, MCSA and CCNA courses (2020–21)
- Persian (native); English and German (intermediate) · Military service: exempt