

ZIAD BAKHIET

Certified Atlassian SME | Cloud & Data Center | 10+ years of experience

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PROFILE

Certified Atlassian expert (ACP-420, ACP-610, ACP-120, Forge, ROVO) with over 10 years of experience designing, migrating, and scaling Atlassian platforms across complex Cloud and Data Center environments. Works with CAC40 and mid-cap enterprise accounts in France and EMEA.

10+

years of experience

20+

major clients

5

Atlassian certifications

500+

users trained

EXPERIENCE

Senior Atlassian Consultant · Freelance

Feb 2025 – Present

KERING March 2026 – Present

- Embedded functional consulting within **Kering Technologies & Digital**: analyzing business needs, challenging requirements, and steering toward scalable Atlassian Cloud configurations compliant with governance standards.
- Operational L1/L2 support on Jira Cloud and Data Center: workflows, automations, projects, boards, dashboards, and Confluence spaces, in line with internal governance.
- Leading standardization and governance of Atlassian across operational teams: identifying deviations, harmonizing naming conventions and project structures, contributing to functional guides and reference materials.
- Facilitating functional workshops to explore use cases, optimize practices, and guide teams toward sustainable configurations.
- Exposure to Xray, EazyBI, Advanced Roadmaps, and Structure add-ons in Jira Cloud and Data Center environments.
- Participating in the Jira & Confluence Data Center to Cloud migration: analyzing the existing setup, preparing projects and configurations, and supporting teams through the transition to the Atlassian Cloud environment.
- **AI & Innovation (Rovo & New Features)**: created custom AI Rovo agents using Forge, built custom Forge apps for Jira, JSM & Confluence, and supported the deployment and integration of Rovo and AI-powered features.

Clarins May 2025 – May 2026

- Led the global rollout of Jira Service Management for 500 agents / 25+ international teams.
- Designed and automated ITSM & ESM workflows aligned with business processes.
- Architected and implemented a service catalog in Assets covering 500+ applications and 25 countries, with models, relationships, and integrity rules.
- Facilitated strategic governance workshops and trained 500+ key users.

Arkéa March 2025 – Jan 2026

- Audited and optimized Jira & Confluence Data Center instances (2M+ tickets, 2,500+ projects), reducing load times by 20%.
- Deployed BigPicture for portfolio planning (10+ teams).
- Automated internal processes via Python/Groovy scripts.

Crédit Agricole Titres Feb 2025 – June 2025

- L2/L3 support on Jira & Confluence Data Center.
- Managed and executed Jira & Confluence version upgrades.
- Wrote comprehensive documentation and led knowledge transfer.

Banque Edel Feb 2025 – Apr 2025

- Cloud-to-Cloud JSM migration for 100+ users with targeted training.
- Integrated "Refined" on the JSM portal — +30% user adoption.

Eloquent Feb 2025 – Apr 2025

- Implemented a standardized ITSM model with JSM to improve IT service quality.
- Trained teams on Atlassian Rovo and JSM AI features.

Senior Atlassian Consultant · [OUIDOU Consulting](#) — Atlassian Platinum Partner

Aug 2023 – Jan 2025 · 1 yr 6 mos

Engagements for: EDF, SNCF Réseau, LVMH, Pernod Ricard, SANEF, Lefebvre Dalloz, Visaudio, Datawords, Heppner, Valobat, Newlode & other major accounts.

Stelogy May 2024 – Jan 2025

- L2/L3 support for JSM Data Center (1K agents, 50K+ clients, 175K tickets).
- Configured and automated Assets (Insight) with ScriptRunner (Groovy).
- Carried out Jira Data Center upgrades and server-to-server migrations.

EDF Aug-Dec 2023 & Jun-Jul 2024

- Merged 2 Jira/Confluence server instances then migrated to Data Center on AWS (+5K users, 2M+ tickets).
- Conducted a SAFe audit for 10+ teams using BigPicture and optimized agile planning.

Lefebvre Dalloz Jan-Feb 2024

- Large-scale Server/Data Center to Cloud migration: 450 Jira projects, 250 Confluence spaces, 1,800+ users.
- Implemented SSO with Atlassian Guard and defined data archiving policies.

Pernod Ricard Aug 2023 – Jan 2025

- L2/L3 support and daily administration of a JSM instance for 2K+ users.
- Integrated JSM with ServiceNow (in collaboration with Accenture) to improve cross-tool exchanges.
- Generated complex reports via the Xray GraphQL API.

Multi-Client Projects (LVMH, SANEF, SNCF Réseau, Heppner, Valobat, and others) 2023-2025

- Advanced automations (Jira Automation, ScriptRunner, Python, PowerShell) to eliminate repetitive tasks.
- Complex integrations with Power BI, Salesforce, and ServiceNow; automated migration of 150+ projects to Azure DevOps.
- Atlassian governance and overhaul: standardizing workflows, permissions, naming conventions, and archiving policies, backed by full audits and remediation plans.

Project Manager & Atlassian Expert · [Orange Business](#)

Dec 2019 – Aug 2023 · 3 yrs 8 mos

- Managed internal Atlassian projects for 5,000+ users with regular performance, security, and licensing audits.
- Advanced Jira/Confluence administration (custom workflows, ScriptRunner) and global instance governance.
- BI integrations (Power BI, QlikView) and oversight of complex decision-support dashboard development.

Senior Software Engineer · [Orange Business](#)

Jul 2018 – Dec 2019 · 1 yr 5 mos

- Advanced administration of Jira and Confluence (complex workflows, ScriptRunner, permissions governance).
- Integrations with Power BI and QlikView via Talend; built decision-support dashboards.

Early Career Experience · [Ceramica Prima & Freelance](#)

June 2014 – Jul 2018 · 4 yrs 1 mo

- Built foundational skills in production management, software development, and UI/UX design, leading to a transition into IT consulting and Atlassian expertise.

TECHNICAL SKILLS

Atlassian

Jira · JSM · Confluence · Assets (Insight) · Atlassian Guard · Advanced Roadmaps · Rovo · Forge · ScriptRunner · Xray · BigPicture · EazyBI · Structure · Refined · Tempo Timesheets

Scripting

Groovy · Python · Shell · GraphQL · PowerShell

Cloud & Infra	GCP · AWS (EC2, S3, RDS, IAM) · Azure DevOps · Docker · Linux (Ubuntu, CentOS)
Integrations	REST API · GitHub · Bitbucket · Salesforce · ServiceNow · Power BI · Exalate · Talend
Methodologies	Agile (Scrum, Kanban, SAFe) · ITSM · ITIL · CI/CD
Databases	MySQL · PostgreSQL

CERTIFICATIONS

ACP-420 — Jira Service Project Manager 2025 · Atlassian	ACP-610 — Managing Jira Projects for Data Center 2023 · Atlassian
ACP-120 — Jira Administration for Cloud 2025 · Atlassian	Technical Cloud Migration Accreditation 2024 · Atlassian
ACH-800 Rovo Fundamentals 2025 · Atlassian	ACH-805 Forge Fundamentals 2025 · Atlassian
Project Management Foundations 2022 · PMI	Agile & Scrum in Depth 2021 · Udemy

EDUCATION

Master's Degree (BAC+5) in Mechatronics · Arab Academy for Science, Technology & Maritime Transport
2007 – 2013 · GPA: 3.34

LANGUAGES

French Full professional proficiency	English Full professional proficiency	Arabic Native language
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