



STEFAN PEEV

TEAM LEAD | ATLISSIAN ADMINISTRATOR | PROJECT MANAGEMENT

PROFILE

IT Operations and Service Management professional with 4+ years of experience across team leadership, project coordination, business continuity, Service Desk and Atlassian Cloud administration. Strong hands-on background as an Atlassian Organization Admin for Jira, Jira Service Management and Confluence, with experience in large-scale environments, process design, workflows, automations, permissions, SLAs, dashboards, reporting, integrations and Marketplace apps. Experienced in leading teams, managing incidents, escalations and operational priorities, delivering technical and process improvement projects, and working closely with business and technical stakeholders to improve service reliability, efficiency and decision-making through automation and AI-supported tools.

WORK EXPERIENCE

Econt Express AD

April 2024 – February 2026

Business Continuity Team Lead

- Led team coordination to maintain availability of 50+ business-critical applications, core ERP systems and server infrastructure.
- Managed incidents, escalations, service risks and key operational decisions, with regular reporting to management.
- Delivered technical/process projects by defining requirements, coordinating teams and implementing improvements.
- Managed service monitoring, vendor contracts/payments and operational controls to maintain continuity and compliance.
- Analyzed recurring issues, risks and service weaknesses to improve reliability, prevent disruptions and support long-term stability.

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May 2022 – April 2024

Atlassian Administrator

- Atlassian Organization Admin for Jira, JSM and Confluence Cloud, responsible for administration, user access, standards and operational continuity across 50+ projects and 4,700+ users.
- Designed Jira/JSM and ITSM-aligned processes for all business teams, including workflows, dynamic request types, forms, permissions, approvals, SLAs, automations, Agile/Scrum boards and Marketplace apps.
- Automated manual work and cross-team handovers by transferring data between issues, improving request handling, JQL/Power BI reporting, integrations, visibility and service delivery.

UniCredit Bulbank

May 2019 – March 2020

Legal Assistant

- Supported legal and administrative processes by preparing, reviewing and organizing documentation with focus on accuracy, compliance-related tasks, internal coordination and professional communication.

CONTACT

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EDUCATION

- 2010 - 2015 High School of Mathematics "Baba Tonka" Ruse
- 2015 - 2021 University of National and World Economy - Sofia
Master's Degree in Law
- 2022 - 2023 Certification in Quality Assurance, Relational Databases, Power BI Analytics

CORE SKILLS

- Team Leadership & Operational Coordination
- Project Management & Process Delivery
- IT Service Management & Internal Support
- Business Continuity & Risk Management
- Incident, Request & SLA Management
- Requirements & Process Documentation
- Process Optimization & Automation
- Reporting, Dashboards & Data Analysis
- AI-supported Solutions & Integrations
- Atlassian Cloud: Jira, JSM & Confluence