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Vishakapatnam

SUMMARY

- Worked with Capella Systems Pvt Ltd, Bangalore with around 4.5 years of experience in Project Management with a background of Jira and Confluence administration.
- Seeking to leverage leadership expertise as Jira and Confluence admin.

TECHNICAL SKILLS

- JIRA Software, Confluence, JIRA Service Management, Atlassian Crowd, Scrum and Kanban Methodologies.

Anil Kumar

J I R A A N D C O N F L U E N C E A D M I N I S T R A T O R

PROFESSIONAL EXPERIENCE

Atlassian Consultant - Capella Systems Pvt Ltd

Nov '18 - Present

Client 2 - Ikano Bank | Sweden

Ikano Bank has its head office in Malmö, with branch offices in Sundbyberg, Älmhult, Asker, Glostrup, Nottingham, and Helsinki. Ikano Bank also conducts business in Germany, Poland, Austria, Finland, and Russia via separate companies.

- Experience in creating and customizing the Jira projects (Scrum, Kanban) end to end as per business requirement.
- Mentoring and providing trainings to both Dev and Non Dev teams to use Jira for Project management, Issue tracking.
- Strong experience in customization of Issue types, Screens, workflows, Fields, Permissions, notification schemes.
- Worked on advanced workflows functionalities like Conditions, Validators, Post functions, Properties and Triggers.
- Good experience in configuring and helping the users in setting up of Boards, Dashboards and JQL filters.
- Able to integrate Jira with another tools like Confluence, Gitlab, Bitbucket, Ops genie.
- Hands on experience in creation of issues in bulk using the feature CSV import.
- Able to implement the server side activities like version Upgradations, Migrations and new plugins evaluation and installations.
- Responsible for monitoring the applications and provide support during the planned maintenance window.
- Responsible for application backups , re-indexing, restarts and cleanup activities.
- Good experience in managing users and groups which are hosted on Jira internal server and also external like Crowd and Microsoft AD.
- Experienced in creation and deletion of Spaces in confluence and also managing permissions at Global, space level and page level.
- Creation of new Templates and helping the users in using various Macros available in confluence to make their documentation effective.
- Experienced in creating new projects and repos in Bitbucket and managing permissions.
- Hands on experience in configuring hooks, branches, webhooks and access keys in bitbucket as per user requests.
- Having good communication skills and able to maintain good team collaboration to achieve client satisfaction.
- Played vital role in Project Grooming as an Advisory.
- With strong interpersonal skills, ability to effectively communicate and share knowledge with contacts at all levels. Skilled in developing collaborative relationships with clients, colleagues and staff.
- Experience administering Atlassian products (Jira, Jira Agile, Confluence).
- Excellent understanding of Agile development methodology.
- Jira System administration and Project level administration experience.
- Create Customized Dashboards, JQL Filters and shared with teams and used it on gadgets.
- Install and Up-gradation of Jira and Confluence in both Linux and Windows environments.
- Experienced with various Jira versions.
- Ability to create Jira workflow, screen schemes, permissions schemes and notifications based on the requirement.
- Worked in Data center, server and Jira cloud environment.
- Provide user management for global and project level access, training and support for JIRA for existing users and extended teams, as requested.

- Provide User Management and support for 5000+ users.
- Jira integration with AD & LDAP.
- Worked in JIRA Customization with Workflow Schemes, workflows, Permissions, User/Group access controls, Notifications, Screens, Fields, Issue types and various other scheme settings.
- Worked on Confluence- Assigned user personal Space, pages, child pages, macros, digital signature and provided assistance in using Confluence.
- Backup and Restore Jira and Confluence.
- Experience on Integration of different applications using Application links through Confluence.
- Created events, email notification schemes and assigned project.
- Created Project roles in Jira and added them to the Project and Workflow transitions.
- Manage and administer JIRA/Confluence/Bit-Bucket add-ons, plugins, and extensions.
- Ability to integrate Jira projects with Confluence Pages.
- Re – indexing JIRA timely basis.
- Experienced in working with JIRA management tools and Confluence Spaces, pages, Child Pages development & Rendering.
- Taken care of any deleted pages or customization like rendering very good knowledge in custom variables, advanced workflows. Configuration and integration with AD/LDAP.
- Add a new project, configure an existing project or convert an existing project to another project type.
- Configuring a project which includes Project details, Issue types, Workflows, Screens, Fields, Settings, Roles, Versions, Components, Permissions, Notifications.
- Re-indexing, Deleting and Archiving a project.
- Updated the project name, project description, project avatar image, project URL, project lead, project role membership, project type, project components, project versions.
- Associating issue types with projects.
- In Confluence, have good knowledge in Migrating from Server to Data center, particularly import section, done a year before.
- Experience with the installation and configuration of the latest version of JIRA and Confluence.
- Experience with the migration of content during equivalent upgrades.
- Perform defect validation and post-implementation validation.
- Respond to support inquiries with a sense of urgency.
- Performs application and interface troubleshooting.
- Experience with the Atlassian software suite including JIRA and the associated plug-ins Crowd.
- I have involved in SharePoint and MS Teams integration.
- Contacts users for making any revisions in Share Points.
- I Collaborate with users through MS Teams and helps them modify their SharePoint documents via Teams.
- I regularly interacts with users to check validity on Confluence pages and helps them adding new information to the pages from One Drive and Share Points.
- Used Macro 'Table filter and Charts' before initial release of pages under Comala Workflow Structure.

Jira and Confluence Administrator

Aug '17 - Oct '18

Client 1 - Walmart | United States

Walmart Inc. is an American multinational retail corporation that operates a chain of hypermarkets, discount department stores, and grocery stores from the United States, headquartered in Bentonville, Arkansas

- Administration of Atlassian Add-ons and 3rd party integrations, plugins, and extensions
- Gather requirements for business processes, and determine ways to optimize/improve JIRA/Confluence build and configure complex workflows and screen, field, security, and notification schemes
- Develop metrics dashboards and advanced filters in JIRA to provide end-users and business leadership with meaningful operational/performance metrics and status reports
- Develop & maintain custom JIRA workflows based upon business requirements
- Created custom permission schemes, notification schemes, screens, and similar configuration changes on a project by project basis.
- Created and manage security schemes, permission schemes and configurations

- Interface with development groups within organization as the IT liaison for Development Cycles/Software.
- Collaborated effectively with other technical teams to exploit new technologies to enhance the applications and service infrastructure - determine ways to improve the JIRA/Confluence
- Prepared support , operate related documents and providing trainings to Jira end users.
- Tested new versions of the tools and plug-ins to ensure compatibility in Dev Instance and later installed in PROD environment.
- Worked on managing users, space level permissions and page level restrictions on Confluence.
- Created Projects, Repositories and setting up of permissions, Hooks, branching models in Bitbucket.
- Managed users and groups in Crowd.
- Responsible for working a queue of JIRA tickets to address system issues, user requests, etc. on a daily basis.
- Having good experience in setting up of Script runner behaviors, Scripted fields and Listeners.
- Migration of Issues using CSV import/export.
- Working with SME in planning upgradations, change management calls and major OS patches.
- Worked on Integrating Atlassian applications with Microsoft AD, Crowd and LDAP as user directories.
- Experience in setting up of POC's to end users for new requirements and preparing run-books/SOP's.
- Worked on JIRA for tracking and updating the JIRA tickets.
- Created JIRA Work flows/permission Schema/Screens/ Custom fields Schemes for multiple projects as per business needs.
- Create projects on Jira and created Jira Agile Scrum/Kanban and Service Desk Boards.
- Created Spaces, Pages, Child Pages, migration of pages/spaces in Confluence.
- Implemented application links between Jira, Confluence.
- Created and implemented Advanced workflows in Jira.
- Implemented backups at non business hours.
- Integrated Jira, Confluence with LDAP and AD.
- Created events, email notification schemes and assigned project roles on Jira.
- Worked on generating reports for senior management on Jira using gadgets.
- Created custom dashboards, JQL filters.
- Created events, email notification schemes and assigned project roles on Jira.
- Managing and checking the overall server health and functionality in SharePoint.
- Monitoring SharePoint disk space usage through the built-in SharePoint reports for each site collection.
- Managing SharePoint permissions.
- Analyzing and reporting upon SharePoint usage and activity.
- Moving/copying sites in SharePoint.
- Good knowledge schemes in Jira.
- Creating a new issue type scheme.
- Editing an issue type scheme.
- Associating an issue type scheme with projects.
- Choosing a project's issue type scheme.
- Using the Issue Type Migration Wizard.
- Editing a project key.
- Fixed the project entity links.
- Updated Jira Software agile board filters.
- Good knowledge in configuring Scrum board and Kanban Board.
- Customized Issue detail view to show additional fields
- Installing Atlassian Crowd in Windows Environment.
- Creating Users in Atlassian Crowd.
- Creating Groups in Atlassian Crowd.
- Adding new directories in Atlassian Crowd.
- Integrated Crowd with Jira and Confluence.

TOOLS:

JIRA Software, Confluence, JIRA Service Desk, Atlassian Crowd, Rally.

OPERATING SYSTEMS:

Windows, Linux.
