

# AMBIRI MADHU

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## **Summary**

Having **4.8** Years of Professional experience on Atlassian Tools like JIRA, JIRA Service Desk and Confluence in Windows, Atlassian Cloud environment.

## **Work history :**

- Having **3.8** Years of good Experience in maintaining Jira, Confluence and Jira Service Desk.
- I have Installed Jira, Confluence, Jira Service Desk in Windows environment.
- Create Custom Fields, Workflows, Screens, Fields in Jira based on the requirements.
- Integrate Jira with Confluence and Jira service desk.
- Good in implementing Agile methodologies-scrum and Kanban Boards, configured columns filters and reports.
- Good Exposure in project import and export implementation and merged different environment in to single.
- Upgraded Jira from Low Version to New versions in Windows.
- Creating new users and Groups in Jira.
- Provided Local and Global Permissions in Jira.
- Worked with Jira Service Desk and Created Customer Portals.
- Implemented Project Permissions to restrict user in Project level.
- Created custom dashboards, advanced Filters and Formula based fields.
- Creation of Confluence pages, Spaces and providing permission for respective owners.
- Created Events, Email notification Schemes, and Assigned Projects Roles in Jira.
- Integrated Jira with AD/LDAP directories.
- Implementations of Post function, conditions and Validation, in Complex workflows.
- Good Knowledge of Data Backup and Restore Data.
- Restrict the request types based on client requirements to others.
- Knowledge on Re-indexing, Integrity checker, Database Monitoring and Troubleshooting.
- Good Team player with excellent communication skills.

## **Technical Skills:**

- **Atlassian Tools** : JIRA, JIRA Service Desk and Confluence
- **Cloud** : Atlassian
- **Database** : SQL and Oracle
- **Operating System** : Windows
- **Application Server** : Tomcat

## **Academic Experience:**

- Bachelor of Technology in Electrical and Electronics Engineering from JNTU Hyderabad, in 2015 with 67.3%.

## **Professional Experience:**

- Working as Jira Admin & Developer in TCS Hyderabad with the payroll of Diverse Lynx India Pvt. Ltd from **SEP 2020 to April 2021**.
- Worked as JIRA Administrator for Infosys BPM Hyderabad from **APR 2017 to AUG 2019**.
- Worked as Trainee and GIS Engineer for IIC Technologies in Hyderabad from **SEP 2015 to APR 2017**.

## **Projects:**

**Project 1** : Apple

**Duration** : APR 2017 to AUG 2019

**Role** : JIRA Admin

### **Description :**

**Apple Maps** (or simply **Maps**) is a web **mapping** service developed by **Apple** Inc. It is the default **map** system of iOS, macOS, and watchOS. It provides directions and estimated times of arrival for automobile, pedestrian, and public transportation navigation.

**Project 2** : Cytiva Migration

**Duration** : SEP 2020 to April 2021

**Role** : Jira Admin & developer

### **Description :**

As per the user requirements migrated the projects from **GE sever** to **Cytiva Atlassian Cloud** Environment. For both jira and confluence projects.

## **Roles and Responsibilities:**

- Creating Jira and Confluence projects Based on User requirements.
- Configure Agile Boards – Scrum and Kanban .
- Creating new Jira users and Groups .
- Managing Permissions of Users and Groups and Role management based on projects.
- Troubleshooting Jira and Confluence problems.
- Re-indexing Jira on timely basis.
- Cloning the Jira Projects.
- Implementation of Jira advanced workflows using Post Function, conditions and Validations.
- Excellent in understanding of Workflows, screens schemes, notification schemes etc..
- Creating and Managing Filters and Dashboards with the use of Gadgets.
- Prioritize the Workload and resolve the tickets.
- Importing Bulk Issues into Jira projects using CSV files.
- Analysing and Reporting upon Jira Usage and Activities.
- Setup Jira for Project Management.
- Backup and Restore Procedures.
- JIRA version Upgradation and Migration
- Monitoring Jira performance, Restarting Jira and checking log and backup files.
- Troubleshooting the problems in Jira.

## **Declaration :**

I hear by declare that the information given above is true to the best of my knowledge & belief.

Madhu Ambiri.