ANIL KUMAR CHANDAKA

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JIRA ADMINISTRATOR

Professional Summary:

- I have 4.2 years of total IT experience in Atlassian suite-JIRA, Confluence, Crowd in Windows, Linux & Atlassian Cloud.
- Upgraded and Migration of Atlassian products in both windows and Linux servers.
- I have installed Jira 7.5.4, 7.8.0, 8.4.0 in Linux and windows environments.
- Upgraded 7.5.4 to 7.8.0, 7.8.0 to 8.4.0.
- Integrated Jira with other applications such as Confluence, Crowd and Github.
- Experienced in Jira customization with Workflow Schemes, Workflow, Permissions, Users & Groups, Access controls, Notifications, Screens, Fields, Issue Types, various other scheme settings, Postfunctions and Validators with workflow transitions, Custom configurations with add-ons.
- Worked on Jira Agile projects like Creating Scrum and Kanban boards, Configured Columns, Filters, Dashboards, Gadgets, Reports for sprints.
- Build structured queries using the Jira Query Language (JQL) to search for issues, creating filters for gadgets.
- Installing, Testing and Upgrading add-ons in Jira.
- Re-indexing Jira in timely basis.
- I have setup the development, testing environments.
- Imported and Exported Issues/Projects in Jira using CSV files.
- Actively involved with Users, Managers and Clients to resolve their issues.
- Conducted and attended meetings as per the project requirements.
- Actively participated in Scrum meetings, reviews and developed test scenarios.
- I have been part of Scrum team in preparing the Sprint backlog, as per Scrum master.
- In Confluence created Spaces, Pages, Child Pages, Macros, Templates. As per the user requirements giving Permissions/Restrictions to Spaces and Pages.
- Jira, Confluence, Crowd applications monitoring.
- Monitoring JIRA disk space usage.
- Expert in configuration of mail (incoming/outgoing) for Jira server and Cloud instances.

Educational Qualification:

- Completed B.Tech (Computer Science of Engineering) with 71.5% aggregate from Wellfare Institute Of Science Technology and Management, Andhra University, Visakhapatnam.

Experience:

- Worked as a Jira Administrator with TCS Chennai (Contractor) from April 2017 to December 2019, Infosys Hyderabad (Contractor) from December 2019 to till date.

Helping Scrum master & Team:

- Helped to scrum master role in SABB bank project.
- Coordinate with customer management and development, test and Environments teams to drive the project to success.
- Conducted various sprint ceremonies like Start-up meeting, Sprint planning, daily stand-up meeting, Sprint Review, Sprint Retorspection, Scrum of Scrum, Backlog grooming and Release planning.
- Manage onsite/offshore teams effectively.

Live Projects Undertaken:

Project#1:

Client   :   SABB Bank
Software   :   Jira, Confluence, Linux
Role   :   Jira Administrator.
Duration   :   June 2017 to September 2018.

Roles and Responsibilities:

- Responsible for creating new users and groups in Jira.
- Managing Issue type screens.
- Responsible for creation of custom workflows.
- Involved in the Business logic developed of tools for compatibility of projectservices.
- Creating Spaces, providing Confluence user access and roles. Maintaining Permission/Restrictions as per the requirement.
- Resolving tickets based on SLA (Service Level Agreement).
- Provided technical assistance for work administration of users, related modifications and archival of projects.
- Reported performance related issues to management by analysis and tracking of existing systems
- Developed technical solutions by coordination with internal project teams and understanding of requirements.
- Responded to all incoming questions and inquiries related to JIRA applications.
- Suggested improvement processes for screens, workflow procedures and reports of applications.
- Conducted analysis and evaluation of existing systems to upgrade latest versions of JIRA.

Project#2:

Client   :   EPD Shared Services
Software   :   JIRA, Confluence, Crowd, Atlassian Cloud
Role   :   JIRA Administartor (Team member)
Duration   :   October 2018 to December 2019.

Roles and Responsibilities:

- Responsible for administrating Atlassian Products such as Jira, Confluence and Crowd.
- Responsible for production support on high availability.
- Tracking and troubleshooting all the production issues.
- Responsible for creation of custom workflows as per user requirements
- Worked on Jira configuration schemes.
- Integrated our instance with Crowd application and Synced users to Jira Active directory.
- Creating users and providing required permissions.
- Created shared configuration projects.
- Creating Spaces, providing Confluence user access and roles. Maintaining Permission/Restrictions as per the requirement.
- Created application links to Confluence and Crowd.
- Imported bulk issues to project using CSV files.
- Restarting and re-indexing Jira on timely basis.
- Installed various Jira plugins such as JSU, Multilevel Cascading Select, Quick Sub Task, Project Configurator, Issue History collector as per the client requirement.
- Configuring Jira gadgets on Dashboards.
- Monitoring JIRA disk space usage.
- Created events, email notification schemes and assigned project roles.
- Configured incoming email server for the cloud instance whereas external users can directly log a ticket through emails.

Project#3:

Client   :   Velocity Enterprise System (VES)
Software   :   JIRA Migration from Upper Version to Lower Version (8.5.4 to 7.8.4)
Role   :   Migration Expert
Duration   :   January 2020 to Till date.

Roles and Responsibilities:

- Worked on migration of VES projects to Infosys Jira in lower environments.
- Provided documentation of non-impacting/impacting objects and new objects while migrating.
- Involved business meetings to understand the requirements to migrate data.
- Implemented multiple rounds of migrations from source to destination to test the existing functionalities.
- Instead of using Project Configurator plugin, using CSV files, some automation scripts to setup the
- Environment.
- Worked on post migration issues and resolve as per existing functionality.
- Created dashboards in source and destination to verify data post migration.
- Worked on JQL filters by using Rich filters.
- Word on JQL for filter subscriptions, project, dashboard gadgets.
- Resolved issues as they arrives in Jira and Confluence in coordination with Atlassian team.
- Monitored Jira Logs and performing migrations, troubleshooting users, system issues.
- Integrated Jira Projects with confluence pages.
- Addressed user questions and developed training material needed, worked in incoming queries related to Jira and Confluence applications.