**ATLASSIAN ADMINISTRATOR**

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**PROFESSIONAL SUMMARY:**

* **Having** 5 **years** of experience in Atlassian tools like **JIRA Software and Jira Service Desk,** Confluence, Crowd, Bitbucket, Bamboo, Git and Fisheye& Crucible.
* Experience in project planning, bug tracking tool **JIRA** with complete **Administration.**
* Experience in designing **JIRA** Workflows, Screens, Custom Fields.
* Developing application by customizing **Fields, Permissions** and **Workflow.**
* Configuration of **Email notifications** on status change.
* Experience in **Installing** and **Configure** the JIRA Server (Server/Data Center Versions).
* I have prepared **Filters**, **Dashboard sand Gadgets** for Reports.
* Experience in **SSL**, **SSO** and **LDAP/AD** Integrated with **Jira** and **Confluence.**
* Created custom templates for use within **Confluence**.
* Integrated **JIRA** and **Confluence** (for User management and Issues/Pages sharing).
* Created and restricted **spaces, templates, layouts** for the users and groups.
* Managed **space permissions** and **global permissions** for the users.
* Participated in Version and license **up-gradation** with the team.
* Created **Customized dashboard** and **reports** to share with State partners and internal teams to track progress on the project.
* Test new versions of the tools and plug-ins to ensure compatibility.
* **Jira Service-Desk** implementation in both windows and Linux.
* Experience in taking **Backups** of the **JIRA** projects.
* I have Upgraded, Migration **Jira**, **Service Desk, Confluence**, **Bitbucket** and **Bamboo**.
* Strong understanding & experience in administering and supporting **Confluence**, **Jira**, **Bit bucket** (Stash), **Bamboo**.
* Experience on **Continuous Integration** & **Continuous Delivery** practices, process and tools.
* Experience in Working with both **Linux** and **Windows** OS.
* Hands on Experience on **Installations**, **Migration**, **Integration**, **Cloning** and **Upgradations** both Windows and Linux environments.
* Experience in Version Controlled tools like **Git**, **Bitbucket** and Knowledge on **Subversion (SVN)**.
* Outstanding **organization** and **Documentation** on confluence knowledgebase.
* Having good **communication** and cross-boundary **collaboration** skills across various levels.
* Being **resourceful** and **self-motivated** to work in a complex environment.
* Experience in Continuous Integration tool like **Jenkins, Bamboo** and Continuous Integration Server – Installation, Configuration.
* Handling all the releases such as **Maintenance Release, Emergency Release and Launch of new projects.**
* Having knowledge on **SDLC** and **Agile** Software Development.
* Test applications in **Agile** and **Waterfall** development process.
* Interact with business analysts and software developers for bug reviews and taken an interest in **QA meetings**.
* Assisted **Scrum** team in preparing the **Sprint** backlog.
* I Have Configured and Extended **Database** connection pools.

**PROFESSIONAL EXPERIENCE:**

* Working as a **Jira Administrator** with **Brainbox Technologies Pvt. Ltd, Chennai.**

Client Company : **Wipro Limited, Bangalore** from Sep 2019 to till date.

* Working as a **Jira Administrator** with **Vortex Technologies Ltd. Hyderabad.**

Client Company : **Tata Consultancy Services Pvt Ltd, Bangalore** from May 2016 to Aug 2019.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Operating Systems** | Linux and Windows XP/7/8/10 & NT. |
| **Version Control Tools** | GIT/GitHub, Fisheye, Crucible, SVN(Subversion). |
| **Build Tools** | Maven and Ant |
| **CI & CD Tools** | Bamboo, Jenkins (Knowledge). |
| **Web & Application Servers** | Apache, Apache Tomcat, JBoss. |
| **Atlassian Tools** | JIRA, Confluence, Bamboo, Bitbucket (stash), Crowd and JSD (Jira Service Desk). |
| **Database** | Oracle 10g, Oracle 11i and MySQL. |
| **Cloud Tools** | AWS-EC2, Atlassian Cloud and MS-AZURE. |
| **Other Tools** | AD, LDAP. |

**EDUCATION QUALIFICATION:**

* Completed **B.Tech (Mechanical Engineering)**in 2011 from **V.V.I.T College of Engineering, Hyderabad** with affiliated to **JNTU Hyderabad.**
* Completed **M.Tech (CAD/CAM)** in 2015 from **DRK Institute of Science & Technology, Hyderabad** with affiliated to **JNTU Hyderabad.**

**PROJECT SUMMARY:**

**Project 3:**

**Client :** Viacom

**Project Name :** MTV Networks

**Role :** JIRA Admin

**Duration :** Sep 2019 to Till Date

**Environment :** Windows, Linux 7.0, JIRA 7.X, Confluence, Crowd, GIT, Bamboo, Ant, Maven.

**Project Description:**

Viacom International is an information management company having more than 300 websites like mtv.com, nickjr.com, comedycentral.com, vh1.com etc.; The Platform Site Support group will provide support for sites and application services that are implemented on platforms and Technologies that is standard within MTVN Online. We started supporting 75 sites and do Performance tuning and capacity planning, we are basically responsible for any site outages and

Transaction failures, also, responsible for all tools like Jira, confluence, Crowd and etc.

**Roles and Responsibilities:**

* Installing **Jira** in **Linux** environment.
* Installing required API and verifying the modules are working fine.
* Creation of new Jira Projects.
* 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 project services.
* Administration activities of all the Atlassian products i.e., **Jira, Confluence, Fisheye &Crucible.**
* **Jira Service-Desk** implementation in both **windows and linux**
* Providing proper access to users with **Crowd** authentications.
* Expertise in Jira workflow creation and custom field configurations.
* Wiki space creation in **Confluence.**
* Maintenance of repositories in **Fisheye** & **Crucible.**
* Analyzing the requirement and preparing the Workflows and Custom Field Configurations for Jira Projects.
* Providing proper permissions to the **Confluence** pages.
* Installed **Bamboo** and **Bitbucket**.
* Implemented **CI**&**CD** with **Bamboo.**
* Implemented Master and Slave in **Jenkins.**
* Build creation in **Bamboo** working with development team for Continuous Integration & Continuous delivery process.
* Providing required access to users based on approvals.
* Creating Fisheye repositories and linking to Jira projects.
* Managing both Jira production site and Dev sites.

**Project 2:**

**Client :** Alliance Prosys India Ltd.

**Project Name :** APIL website and Forums

**Role :** Jira Administrator

**Duration :** Feb 2018 to July 2019

**Environment :** Windows, Linux 7.0, JIRA, Confluence, Crowd, GIT, Bamboo& Jenkins.

**Description:**

Alliance PROSYS focuses on evolving technology-specific solutions. Here customer-specific Problems are solved in a simple and manageable way. Alliance PROSYS enables IT companies to look at their day-to-day software and hardware challenges in a fresh light, and then apply Creativity and intelligence to develop new and different approaches, all this amazingly with less Investment. We at Alliance PROSYS make an in-depth assessment of problems and then design, Implement, manage and support all the client's software and hardware.

**Roles and Responsibilities:**

* Installing **Jira** in **Linux** environment.
* Installing required API and verifying the modules are working fine.
* Creation of new Jira Projects.
* **Service-Desk** implementation in both **windows and linux**
* Responsible for creating new users and groups in Jira.
* Configuring Issue Types for the Jira Projects.
* Managing Issue type screens.
* Responsible for creation of custom workflows and adding post functions when required.
* Responsible for configuring custom fields for the requested issues types in the Jira projects.
* Re-indexing the Jira instance when required.
* Trouble shooting Jira user issues.
* Providing solutions and resolving the based on **SLA**.
* Responding to incoming requests and inquiries for new tools and workflow procedures.
* Provided technical assistance for work administration of users, related modifications and

Archival of projects.

* Creating Project permission schemes and providing required permissions based on the requests.
* Configuring Notification scheme and adding requested people to be notified for Issue events.
* Reported performance related issues to management by analysis and tracking of existing

Systems.

* Responded to all incoming questions and inquiries related to JIRA applications.
* Configuration/Permissions and Notification schemes for all projects.
* Created customized **Versions/ Components** for all projects.
* Troubleshooting and resolving issues in **JIRA** and **Confluence** as users.
* Enabling Agile plug-in to the requested Jira Projects.
* Installed **Bamboo** and **Bitbucket**.
* Implemented **CI & CD** with **Bamboo.**
* Implemented Master and Slave in **Jenkins.**
* Installed and configured Atlassian tools like **JIRA**,**Bitbucket**, **Confluence** and **Bamboo** and developed automated process for builds and deployments using **Jenkins**, **Ant** and **Maven.**

**Project 1:**

**Client :** Syntego Global IT Systems Pvt Ltd.

**Project Name :** Firmware for Setup Boxes.

**Role :** Jira Administrator

**Duration :** Dec 2016 to Jan 2018.

**Environment :** Windows, Linux, JIRA, Confluence, GIT, Bitbucket, Bamboo &Jenkins.

**Description :** Building Firmware for Setup Boxes. Creating Builds for the Setup Boxes, Involved in Sanity Tests once Builds are done, Testing features like changing channel, record one channel while playing other channel at the same time, live pause etc

**Roles & Responsibilities:**

* Administrating Atlassian tools such as **JIRA, Service Desk, CONFLUENCE, BITBUCKET** and **BAMBOO**.
* Handle Daily requests as JIRA Admin which includes creating projects in JIRA, workflow creation, assign required fields and screens.
* Continuous monitor and improve the JIRA workflows, screens, fields and schemas.
* Supporting development team day to day activities which include access, boards, screens, reports and JQL.
* Installing and configuring Atlassian tools such as **Jira, Confluence, Bitbucket** and **Bamboo**, **Jira Service Desk.**
* Plan for the Upgrades of Atlassian tools such as **Jira, Confluence, Bitbucket** and **Bamboo**.
* Working with Development to debug Bamboo and Jenkins builds/jobs failure ensures builds/jobs get succeed.
* Helping Development team to resolve issue related to code repository, **Jenkins** and **Bamboo** job/build issue.
* Responsible for Releases, doing builds, implement, configure builds and doing sanity tests, writing sanity report and release notes.
* Setting up boards **(Scrum/Kanban)** in JIRA and creating stories as Sprint backlog.
* Creating sprints with priority stories and make sure development team is going to work on the sprint created.
* Planning, Executing and Monitoring **Scrum/Kanban** boards.
* Manage and deliver error-free and testable nightly, daily, and milestone release builds.
* Generate report and send an email to managers about status of daily project/boards.
* Instrumental in setting up projects involving creation of release specific branches, build environment and automate build according to development team's requirements.
* Sharing knowledge with team members and new joiners.