Harish Goalla****



Atlassian Certified JIRA Administrator

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##### Having 5+ years of experience on Atlassian Tools like JIRA, Conﬂuence and JIRA service Desk. Having professional experience in Project Administration, workﬂow analysis, Project management, agile methodologies, Collaboration tools and Continuous integration

**5 YEARS OF EXPERIENCE ON ATLASSIAN TOOLS LIKE JIRA, CONFLUENCE AND JIRA SERVICE DESK.**

**Atlassian Certified ACP-100 Jira Administrator**

**SKILLS**

JIRA Service Desk

Conﬂuence

JIRA

 **Senior Jira Administrator.**

SQL

Bitbucket

JIRA Installations and conﬁgurations

### Meredith India Services Pvt Ltd

*05/2020 – 06/2021*

Upgradation & Migration

 **AMG IMPEX**

*09/2015 – 01/2020*

# EDUCATION

JIRA integration with AD/LDAP

AD

## Master of Computer Applications (MCA)



### KMM Institute of PG Studies

*2015*

**Graduation**

(B.sc Computer Science)

Vijayam Degree College

*2015*

**Intermediate**

Sri Chaitanya Junior College

*2009*

## SSC

### Vidyavihar High School

*2007*

*Tirupathi*

*Chittoor*

*Chittoor*

# PROJECTS

#### **Meredith Corporation**(05/2020-06/2021)

#### Meredith is US based Company which is formally known as Tv station and magazine company. It provides services to their user’s globally with more than 10000 Users. Meredith is headquartered in Des Moines, Lowa, US.

#### **Xerox Corporation** (12/2018 – 01/2020)

Xerox Holdings Corporation is an American global corporation that sells print and digital document products and services in more than 160 countries. Xerox is headquartered in New York.

#### **MasterCard** (08/2016 – 11/2018)

MasterCard Incorporated is an American multinational ﬁnancial services corporation headquartered in the MasterCard International Global Headquarters in

New York, United States.

#### **Epson** (09/2015 – 08/2016)

Epson is a Japanese electronics company and one of the world's largest manufacturers of computer printers, and information and imaging related equipment.

# LANGUAGES

##### ENGLISH

*Full Professional Proﬁciency*

##### HINDI

*Full Professional Proﬁciency*

##### TELUGU TAMIL

*Native or Bilingual Proﬁciency Full Professional Proficiency*

# INTERESTS

Gadgets

Music

#### 

Learning new Technologies

Movies

Playing Shuttle

Travelling

**Roles and Responsibilities**

* Having 5+ years of experience in JIRA, Confluence, Administration, workflow analysis, Project management, agile methodologies, Collaboration tools and Continuous integration.
* Installation and Up-gradation from lower version to newer Version in Windows and Linux Environments.
* Integrate JIRA, Confluence with Bitbucket.
* I have good experience in implementing Confluence Spaces, Pages, Child pages and performed Import and Export operations.
* Experience working with Continuous integration builds server configurations and management.
* Installed and tested various plug-ins/add-ons.
* I have very good knowledge in Database clustering and taking the JIRA, Confluence, DB backup’s
* I have very good knowledge in JIRA, Confluence up-gradation from lower version to new version (Both Core and Applications up-gradation)
* Good Exposure in implementation of Workflows, Screens, Custom Variables, Post-functions in Workflows.
* Having good exposure in creating Complex workflows by using Conditions, validations, Post functions.
* Very good knowledge in custom variables, advanced workflows, configuration and integration with AD/LDAP.
* Installed and migrated JIRA, Confluence from Windows to Linux
* Good Exposure in Dash boards implementation and Good experience in creating Reports.
* Very Good Exposure in Agile project implementation, Sprints, Epics, Stories.
* Provided end to end training to Business and end users
* I have very good knowledge in Mail, Crowd, AD/LDAP Configuration with JIRA, JIRA JSD & Confluence.
* I have good exposure in projects export and imports and merged different environments into single.
* Good Team player with Excellent communication skills
* Experience in Client Focused Environment.
* Creation of JIRA Projects based on user request.
* Creation of new JIRA users and JIRA groups.
* Managing Issue types for JIRA Projects.
* Installing/updating plugins in JIRA.
* Attending meetings and solving any Adhoc requests.
* Upgraded JIRA from 7.3 to 7.8 version.
* Upgraded JIRA from 7.8 to 8.3 version.
* Migrated Cloud Confluence to Data Center Version.
* Re-indexing JIRA on timely basis.
* Guiding users in JIRA Shared Dashboards, Scrum & Filters.
* Creating Agile and Kanban boards and configuring the columns with the custom workflows.
* Troubleshooting Skills in outage issues and solving Synchronization issues in JIRA.
* Troubleshooting user queries on JIRA, Confluence.
* Developing customized workflow for transaction parallel approval.
* Built templates and dashboards for customized views of the data specific to each group and line of business.
* Validated best business practices and rules to implement with the new model along with appropriate user approvals and sign-off.

G Harish,

Date: