PRADEEP

DASARI

# Contact

### Address:

28/963, Rajendra Nagar,

Dharmavaram,515671. Andhra Pradesh.

### Phone:

+91-9505628050.

### Email:

[pradeep.dasari1718@gmail.com](mailto:pradeep.dasari1718@gmail.com)

# Skill Highlights

* Project management
* Strong decision maker
* Complex problem solver
* Creative design
* Innovative
* Service-focused

# Technical skills

* Jira, Jira confluence.
* Jira Service Desk.
* GIT,ANT
* SQL and Oracle 11g/12c
* Linux and Windows
* Tomcat
* Script Runner.

# Languages

* English.
* Hindi.
* Telugu.

# Summary

* Having 4+ years of working experience on Atlassian Products like JIRA, JIRA Agile, JIRA Service desk, Confluence, in Windows, Linux, script runner and Atlassian Cloud.

# Experience

**Jira Administrator** - 01/2017 to till date,

**TCS**, Bangalore.

# Education

* B.Tech from Kuppam engineering college with an aggregate of 64.10 % in 2016.
* Intermediate from Sri Chaitanya junior College with an aggregate of 76% in 2012.
* SSC from Sri Nagarjuna E.M high school in 2010.

# Professional Experience

* Leading, planning, and managing documentation projects for product releases.
* I have very good exposure in Jira, Confluence, Bit bucket, installation, upgradation, migration and merging in Windows, Linux and Atlassian Cloud**.**
* Very good exposure in Agile project implementation, Sprints and Epics. Installed and tested various add-ons
* Implementation of Portal, Queues and SLA in Jira Service Desk also the Application Links.
* Good experience in creating various projects like Basic, Scrum and Kanban.
* Good exposure in implementing Workflows, Screens, Custom fields implementations.
* I have good experience in using Validations, Conditions, Post functions, and Properties in advanced workflows.
* I have implemented Mail configuration in Jira**.**
* I have integrated Jira with AD/LDAP.
* I have very good knowledge in Database clustering and taking the Jira, Confluence DB backups.
* Good exposure in Dashboards and Filter implementation.
* Good experience in creating Reports.

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| **CLIENT** | Flipkart |
| **DURATION** | Jan 2017 to September 2018. |
| **ROLE** | Jira Administrator. |

## Roles and responsibilities :

* + JIRA installation and upgrade.
  + Setup JIRA for project management.
  + Managing users and groups permission.
  + Creation of new projects in JIRA.
  + JIRA customization - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes.
  + Responsible for creation of custom workflows.
  + Create team specific agile process flow in JIRA to move tasks from one activity to another.
  + Configure Agile Boards –Scrum and Kanban.
  + Installation and configuration of continuous Integration servers.
  + Created customized Dashboards for teams.
  + Prepared projects, dashboards, reports for all JIRA related services.
  + Resolving tickets based on SLA (Service Level Agreement).
  + Provide support for the application and infrastructure including troubleshooting, performance tuning.
  + Integrate User with Microsoft Active Directory.
  + Provide project level and plan based permissions.
  + Preparing documents.
  + Creating updated work process for exchange parallel confirmation.
  + Created reports and dashboards for every gathering and line of business.
  + Managed various development tools, testing tools and monitoring tools.
  + Created several customer accounts and maintained users.
  + Installing JIRA, Confluence, Jira Service Desk in Linux.
  + Setup JIRA Service Desk/Tickets.
  + Setup JIRA for Bug Tracking.
  + Setup JIRA for Test Case Management.
  + Creation of Spaces, Pages, Child pages, Templates in Confluence.
  + Performed Import and Export operations in Confluence.
  + Take the overall responsibility for the Jira configuration and be the go-to person for any Jira issues, enhancements, or best practice question.
  + Serve as a technical advisor and the primary implementer for new capabilities in JIRA.
  + Perform JIRA Re-Indexing and Integrity checker.
  + Managing Add-on’s.
  + Installing and maintaining plugin‘s and managing licenses.
  + Creating and managing filters.
  + Managing groups and role management based on projects.
  + Troubleshooting the problems in JIRA.
  + Prioritizing workload and resolving tickets based on Service Level Agreement.
  + JIRA & Agile Best Practices.
  + Backup and Restore procedures.
  + Provided Local and Global permissions in Confluence.

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| **CLIENT** | Ericsson |
| **DURATION** | Oct 2018 to as on date. |
| **ROLE** | Jira Administrator. |

## Roles and responsibilities :

* Experienced in Installing, Upgrading Atlassian products.
* Support, compile and troubleshoot Atlassian tools.
* Troubleshooting and fixing errors common to Applications and Application servers.
* Version Control Software Setup, Administration.
* Evaluated and repaired existing Atlassian Suite installation in preparation of upgrade.
* Creating updated work process for exchange parallel confirmation.
* Created formats and dashboards as per the information particular to every gathering and line of business.
* Produced scripts for viable combination of JIRA applications with different tools.
* Designed custom JIRA workflow and Worked on JIRA for Bug Tracking.
* Plan, evaluate, deploy, operate and maintain tools to suit the expanding user database
* Provided training to technical and non-technical teams to use Atlassian tools.
* Worked on JIRA & Agile (formerly known as Green hopper) Best Practices.
* Worked on Integrating JIRA with Confluence and Worked on JIRA for Test Case Management
* Created several customer accounts and maintained users.
* Created dashboards, reports and inquiries for all JIRA related administrations.
* Compile and analyse development and operational bug reports
* Proposed change forms for screens, work process methods and reports of uses.
* Integration of Tempo Time Tracking Tools in JIRA .

## Strong Points about Myself :

* + Hardworking towards achieving the goal.
  + Flexibility in technical area.
  + Self-Confidence.
  + Willing towards learning new things.

## Declaration :

I hereby declare that the above written particulars are true to the best of my knowledge and brief.

Place :

Date: (Pradeep.D)