**Sarath Kumar Dokku**

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**AtlassianJira, Confluence Administrator Mobile: +919618983547**

**Professional Summary:**

* **I have 6 years of IT experience and around 5+ Yrs.**of experience in all **Atlassian Products** especially on **Jira, Jira Service Desk, Confluence, Crowd, GIT, GITHUB and Bitbucket.**
* **I Have the 4+ Yrs. of Experience in JIRA Migration E.g. Server to Data Center & Data Center to Server. Along with Server to Cloud also.**
* Installed all Atlassian Products like **Jira, Confluence, Crowd, Jira Service Desk** on **Linux, Windows, AWS-EC2&Atlassian Cloud** environment.
* **Jira** to **RTC** tool Migration.
* Worked in JIRA Customization with **Workflow Schemes, workflows, Permissions, User/Group access controls, Notifications, Screens, Fields, Issue types and various other scheme** settings.
* Create projects on **Jira** and assigned **Jira Agile boards**
* Extensively worked in Continuous Integration and Continuous Deployment (**CI&CD**) with **Bamboo** and **Jenkins** for Repositories **Subversion, GIT, GITHUB and Bitbucket.**
* Implemented Master and Slave nodes in Jenkins to maintain the Load Balance.
* Experienced in performing Atlassian installations and migrations and gained skills to schedule back-ups
* Worked on add-ons like **SVN, X-Ray, Zephyr, JMWE, Project Configurator, Recycle Bin, JSU, Issue Trash, CRM, Tempo and Project Portfolio** etc..
* Created Custom workflows with **Conditions, Validations, Post functions** and custom **Screens** and **Custom Fields** on Jira.
* Upgraded all the plug-ins and applications **(Bit bucket/Stash, confluence, JIRA, FishEye)** and synced with the old production applications.
* Experience with Test Cycle management in **JIRA.**
* Experience with **JIRA Upgrade** with minimal down time.
* Integrating JIRA with **single sign on (SSO)** plug-in (SAML). Also, implemented **SSL.**
* Experience on Integration of different applications using **Application links** through **Confluence.**
* Created users on **Jira Internal Directory, Crowd, LDAP** and Active Directory **(AD).**
* Created **events, email notification schemes** and assigned project roles on Jira
* Worked on **Confluence**- Assigned user **personal Space, pages, child pages, macros, digital signature** and **provided assistance** in using Confluence.
* Administered Version Control systems like Perforce, Subversion to Create Daily Backups and Checkpoint files.
* Worked in Branching strategies for implementing the Parallel development and suits the **agile methodology** for different Version control systems.
* Created custom **Dashboards, Advance Filters** and formula based fields.
* Involved in enabling security for users, groups administration and daily backup and restore operations.
* Good understanding of Software Development Life Cycle (SDLC) / Software Testing Life Cycle (STLC)
* Interact with **Business Analysts** and **Software Developers** for **bug reviews** and participated in **QA meetings.**

**Jira, Confluence Up gradation:**

* Jira Version 6.4.2 to 7.0.0 upgraded
* Jira Version 7.0.0 to 7.2.4 Upgraded
* Jira Version 7.2.4 to 7.10.5 Upgraded
* Jira Version 7.10.5 to 8.1.5 Upgraded
* Migration: Windows to LINUX
* Migration: Linux to Atlassian Cloud Jira 7 Confluence
* Database Migration: Oracle ToMySQL5.7

**Development:**

* Screens Development
* Workflows & Advances Workflows
* Custom fields Development
* Dash board Creation
* Filters using JQL Development
* New reports development using JQL

**GIT & BITBUCKET**

* Extensively worked with GIT in Creating the repositories
* Good at integrating GIT to Bit-Bucket repositories, Creating the projects and cloning the repositories
* Have good knowledge in Handling multiple Repositories with fork, Merging of repositories, Creation of hooks and Web-hooks

**BAMBOO**

* Done the CI/CD pipelines for code deployment using Atlassian bamboo with different types of triggers
* Integrated the bamboo jobs with APACHE Products like ANT and MAVEN
* Installed the ANT & MAVEN and linked with bamboo for deployment successfully
* Processed the Release management process and linked the bamboo with JIRA issues
* Configuring the Global Permissions, User, Group and Anonymous Permissions.
* Managed the local and remote agents while deployment
* Experienced in Client Focused Environment

**Professional Experience:**

* Working as JIRA Admin in **“KPMG”** from Jul 2015 to Jun 2021. Pay roll Company is Vortex Technologies Pvt, Ltd.

**Technical Skills:**

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| --- | --- |
| Atlassian Products | **Jira, Jira Service Desk, Crowd, Confluence, Bit bucket, Bamboo** |
| Cloud Tools | Atlassian Cloud, AWS |
| Build Management | ANT, MAVEN |
| Continuous Integration, Continuous Deployment | BAMBOO, Jenkins (knowledge). |
| Application Servers | WEBLOGIC, TOMCAT |
| Version Controls | GIT, SVN. |
| Methodologies | Agile Scrum, Waterfall. |
| Operating Systems | CentOS, Redhat Linux, Windows, Unix. |
| Databases | Oracle10g, HSQL |

**Qualification:**

* **B.Tech** from VKR, VNB and AGK college of engineering (JNTU University), Gudivada – 70.43% GPA (***2011 - 2015***).

**Project-1:**

Client : Zurich Farmers

Project Title : Zurich Farmers

Duration : Sep 2018- Jun 2021

**Project Description:**

Farmers Insurance group is a leading insurance company based in USA with its headquarters in Los Angeles, California and insuring over 41 states. Have 15000 agents in west coast (working only for Farmers) & 5000 agents in east coast (Working for Farmers and other companies too). Farmers have 12 Regional offices in 42 states. It deals with 2 Line of Business - AUTO (Personal Vehicles Insurance), FIRE (Home or Personal property damaged by Fire). The Farmers consists of two applications known as APPS and FPPS in 3 tier architecture based on Web & Mainframe Application. They include on line programs, DB2 Tables, VSAM files, batch programs, underwriting programs.

**Responsibilities:**

* Installed JIRA Suite utilities plugin that provides additional workflow features such as conditions, validator, Post-functions and workflow properties.
* Contracted to serve as the JIRA Systems Administrator for the international JIRA/Confluence infrastructure, including all associated programs, plugins and systems
* customized both JIRA and Confluence to integrate into the pre-existing systems with an eye towards making the programs extensions of their systems, and not hindrances to their systems
* Published Jira gadgets and Dashboards on Confluence Spaces, Pages, Child page.
* Setup Continuous Integration environment using Jira, Bamboo, Bitbucket and Ant Script.
* Worked with Jira Service Desk 3.0.x to set up service desk, creates service desk request types, and makes queues for service desk teams.
* Up gradation and Migration of JIRA, Stash/Bitbucket, Bamboo.
* Configure the JIRA workflow for the project for improvement processes for screens, workflow procedures and reports of applications as per business requirement.
* Maintained JIRA team and program tech lead with Change management review Dashboards.
* Worked as team JIRA administrator providing access, working assigned tickets, and teaming with project developers to test product requirements/bugs/new improvements.
* Set up and configured Git repositories for Git Hub on Linux server/windows desktop and used Git commands to initialize/update repositories.
* Resolved issues as they arise with JIRA projects and Confluence in coordination with JIRA hosting partner team.
* Worked on Plugins related our SCM tools under Jenkins for implementing Java projects using ANT/Maven.
* Created and managed JIRA templates and complex JIRA workflows including project workflows, screen schemes, permission schemes, and notification schemes and other functionality in support of departmental customers.
* I have resolved L1, L2 and L3 tickets with in SLA time.
* Introduced Confluence too many departs, replacing their internal wiki system.
* Supports the integration of existing and new applications within the current infrastructure, including but not limited to: Fisheye, Crucible, Crowd, Bamboo, and Stash.
* Linux Development and Maintenance for various OS distributions, Open source tools [Apache, MySQL, Mail sever], Software Development tools setups.
* Created and configured new JIRA projects and worked with Production departments to port over existing JIRA projects from sandbox to Production with Project Configurator ad-on.
* Worked on Atlassian Tech support for - Atlassian JIRA, Stash, Agile, Tempo Time Tracking, Confluence, Fisheye, Crucible, Bamboo, Service Desk, SVN, and GIT.

**Environment:**Atlassian Suite (Stash, Jira, Confluence, Crowd), GIT/GITHUB, ANT, Maven, Jenkins, Bamboo, Jenkins Enterprise, UNIX, Linux, Windows, AWS-EC2.

**Project-2:**

Client : Simply Unum

Project Title : Enrollment

Duration : Jan 2016 – Sep 2018

**Project Description:**

Once the Case has been marked as Sold, it comes to the Enrollment Process. Either an UPC personnel or third-party administrator or Producer will be involved in Enrollment process. Once the delegation of Case Manager is complete, the Plan Administrator belonging to the Customer side will be notified of the same and the Plan Admin has to the contact the Case Manager for the Enrollment process. The Plan Admin completes the Enrollment template and hands over to the Enroller, who will execute the Enrollment. Commissions that need to be paid to Producers and Third-Party Administrators are calculated and the enrollment process will be completed.

**Responsibilities:**

* Worked on JIRA customization such as creating Issue type schemes, Complex Workflows, Field Configurations.
* Created and Modifies Existing Permissions schemes, Screen schemes and Notification schemes for all projects as per Team's requirement.
* Creating project for testing team based on Zephyr plug-in.
* Working on JIRA Agile projects like Creating Scrum/Kanban boards, configured columns, Filters and Reports for Sprints.
* JIRA customization – Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes.
* Worked on JIRA installation and upgrade and Performed JIRA configuration and Achieved JIRA setup for Helpdesk/Tickets
* Upgraded all the plugins and applications (Stash, Confluence, Jira and FishEye) and synced with the old production applications.
* Created user accounts, and technical documents documenting JIRA project configurations provided training sessions.
* Creating reports, charts and dashboards for JIRA with eazyBI Plugin and managed documentation for DevOps pipeline using Confluence.
* Worked as team JIRA administrator providing access, working assigned tickets, and teaming with project developers to test product requirements/bugs/new improvements.
* Up gradation and Migration of JIRA, Stash/ Bit bucket, Bamboo. Created/Managed Users and Groups in Jira.
* Worked with JIRA Service Desk to set up service desk, create service desk request types, and make queues for service desk teams.
* Setup Jira "Timesheet Report" plugin, to help users for time-tracking on their dashboards using a JQL or by configuring manually.
* Assisted portfolio management in defining portfolio/project scope, resource demand, benefits and risks during the discovery phase; spearheaded discovery efforts.
* Monitor Jira logs when performing migrations, troubleshooting users/system issues.
* Good exposure in network protocols like TCP/IP, DNS, DHCP, and VLANs
* Very good exposure in DC and DR implementation
* I have implementation Nagios, CACTI and Splunk
* Installed and tested various plug ins/add-on’s
* I have very good knowledge in Database clustering and taking the Jira, Confluence DB backup’s
* Currently working as Jira, Confluence, Bamboo, Linux Administrator
* Having very good knowledge in SAN storage to take a backup and archive the projects
* I have very good knowledge in Jira, Confluence Up gradation & Migration from lower version to new version (Both Core and Applications up gradation)
* Good Knowledge in Windows and Linux Patch, Jira, Confluence, BAMBOO, GIT, GITHUB, SVN, Jenkins Installation
* Good Exposure in implementation of Workflows, Screens, Custom Variables, Post functions in Work flows
* Good Exposure in Dash and Scrum boards implementation
* 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 & Confluence
* Implemented Single Sign-on implementation – SSO
* 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

**Environment:** JIRA, Jira Service desk, Bitbucket, Stash, Crowd, Confluence, GIT, JQL, SQL Ant, Maven, portfolio, UNIX, Linux, VMware, Zephyr, Infrastructure.

**Project-3:**

Project                    :   Item File Integration (IFI – Brazil)  
Duration : Jun 2015 – Jan 2016

**Project Description:**

Wal-Mart Brazil acquired a retailer in Northeast Region and through the acquisition a legacy system (SAD) that contains all of NE Item File information. This system is currently used for Item Creation and Maintenance. The purpose of this project is to provide a solution for integrating North East Data to Wal-Mart’s Online Item File that would make it possible to enter data directly to the Online Item File (OIF) for the North East (NE).

**Responsibilities in this project include:**

* Creation of Jira Projects and Confluence Spaces
* Installed and Migrated Jira, Confluence from lower version to Newer version
* Implemented SSL/SSO
* Configured SAML with OKTA for SSO
* Integrated Jira, Confluence with AD/LDAP
* Migrated Jira, Confluence from Local Instances to Cloud
* Followed Agile /Scrum methodology within the entire project.
* Organized meeting sessions with the business stakeholders (marketing and customer service) to gather the requirements and the scope of the project.
* Facilitated JAD sessions with management, development team and stakeholders referring to existing system functionalities and procedures and the steps needed to refine them.
* Documented the user requirements, analyzed and prioritized them.
* Defined system scope and objectives and prepared BRD (Business Requirement Document) and FSD (Functional Specification Document).
* Linux Development and Maintenance for various OS distributions, Open source tools, Software Development tools setups.
* Created and configured new JIRA projects and worked with Production departments to port over existing JIRA projects from sandbox to Production with Project Configurator ad-on.
* Worked with development team and scrum master on sprint planning meeting and backlog refinement meeting.

**Environment:** JIRA, Jira Service desk, Crowd, Confluence, GIT, JQL, SQL, UNIX, Linux, VMware, Infrastructure.