RESUME

G. PONNAPPAN

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Contact Number:
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Skills:
- Atlassian JIRA
- Jira Service Desk
- Confluence
- Easyvista
- Smartsheet
- Git/Bit Bucket
- ServiceNow

Web/Application Servers:
Apache Tomcat

Operating Systems:
 Linux and Windows All Versions.

Databases:
 SQL Server MSSQL and MySQL.

Version Control:
 GIT, SVN and GITHUB.

Cloud:
 Atlassian Cloud.

IT Service Management (ITSM) Software:
ServiceNow, Jira Service Desk, EasyVista

Summary

➢ Around 7 yrs. Experience in Atlassian Tools such as Jira, Confluence working on configuring different software management tools for various software development lifecycle environments,

➢ Developed Complex Workflows that address business needs by developing applications and process implementations within Jira Project. (Multiple projects, issues types, automatic status transitions, and managing plugins).

➢ Excellent knowledge and background working with such programs as JIRA Agile, JIRA Portfolio, JIRA Service Desk, and a large variety of other programs in various environments.

➢ Experience in writing Jira API Tools to auto-move Service Desk tickets of one issue type to a Jira project of another issue type and to extract the list of Jira users with the respective Jira Groups and Project Roles.

➢ Worked in Easy Vista to provide better ITSM solutions using automated tasks and integrate multiple apps and report building

➢ Proficient in the performance of in-house staff training & recruitment, asset management and control, and report preparations. Highly skilled at creating custom build projects, workflows, schemes, etc.

➢ Setting up integrate between Jira and EasyVista and Smartsheet to create and update issues through Api and connectors.

➢ Familiarity with JIRA add-ons like Gantt for Big Picture, EazyBI, JIRA Agile, Portfolio, Tempo, Confluence, Xray, Script Runner and Automation for Jira.

➢ Worked with DevOps teams and Integrate different Atlassian tools with JIRA for DevOps Pipeline. Read many departments agile meetings, used JIRA Agile for management of team projects.

➢ Capable of managing larger groups of workers, or simultaneously supervising the production teams. Implemented Continuous Integration and Continuous deployment using various CI Tools like Jenkins, and Bamboo.

➢ Implemented the reports for getting teams velocity using EazyBI App.

➢ Communicating with end users, business stake holders and scrum masters for quicker resolutions on critical and incidents.

Certifications:

- Atlassian Certified Jira Administrator for Cloud (ACP – 120)
  - Issued: Feb 29, 2024.
- Certified System Administrator ServiceNow
  - Issued: Apr 29, 2024.

Work Experience:

Orion Innovation, Chennai – 58, Tamil Nadu
(From May 2023 –)
Role: Sr. System Engineer Client: Grange Insurance, USA.
Responsibilities and achievements:

- Administrating Atlassian products such as Jira(DC), Confluence(DC) and Opsgenie.
- Administrating ITSM support tool EasyVista.
- Administrating Smartsheet and SnowAtlas.
- Migrated Jira from server to Data Center with four nodes and F5 load balancer.
- Migrated Confluence server to Data Center with four nodes and F5 load balancer.
- Upgraded Jira from 8.20.1 to 9.4.6 and then 9.4.6 to 9.12.7.
- Upgraded Confluence from 7.19.1 to 8.5.4 and then to 8.5.12
- Deployed the application in new server based on requirements.
- Troubleshooting application error in both server and database level.
- Re indexing Jira on regular intervals to increase the application performance.
- Administration activities in Easyvista such as Creating catalogs, questionnaires and workflows.
- Create new teams and help people to set On-call schedule and escalation policies
- Creating Opsgenie integration like Heartbeats, Email integration and 3rd party monitoring tools like SCOM and PRTG to generate automated alerts.
- Integrate Jira with Easyvista, Opsgenie and Smartsheet.
- Configured integration between GitLab self-managed and Jira.
- Creating new projects, issue types, workflows and custom fields.
- Optimizing the application by create custom field contexts, shared configs and archiving unused items.
- Helping people to utilize Automation for Jira to increase the efficiency.
- Creating Dashboards and filters as per requirement.
- Install and configure plugins like Script runner, Jira Release Management and Xray.
- Creating new spaces and pages with templates.
- User provisioning and license management in all platforms using Azure AD and internal user management.
- Configure SSO in all platforms
- Migrated Snow Atlas from legacy platform to new cloud site using snow extender.
- Provided excellent support for 24x7 basis and appreciated by both customers and team.

Roots Systems Pvt Ltd, Chennai-37, Tamil Nadu.
Sr. Jira Admin (From April 2022 to May 2023)
Client: Franklin Templeton, USA **Role: Sr. Solution Architect**
Responsibilities and Achievements:

- Integrate JIRA and Confluence (for User management and Issues/Pages sharing)
- Customizing JIRA projects with various schemas, complex workflows, screen schemes, permission schemes, and notification schemes Worked on JQL filters, Dashboards, Gadgets.
- Managed Users on AD and Assigned Amazon workspaces to users as and when required
- Widely used structure add-on across the project to automate and collaborate data and to hierarchically organize the issues for project planning.

- Troubleshoot any JIRA issues for users.
- Pulled reports and charts using eazyBI add-on.
- Worked on Apache servers.
- Installed various Jira plugins such as Jira client, Jira importer plugin, Jira Charting Plugin, the connector for Microsoft project and Jira Misc. Custom fields
- Migrated Jira across environments and worked on Jira database dumps. Worked on Jira Cloud as part of evaluation
- Worked on generating reports for senior management on Jira.
- Created custom dashboards, advance filters and formula-based fields.
- Worked on external import tools like CSV, Bugzilla, Pivotal tracker, JSON.
- Involved in preparing technical design preparation.
- Involved in review of specifications and estimating the effort for various activities involved in the development cycle.
- Involved in coding, reviews, unit testing, system testing and integration testing.

Atlassian/Jira Admin (Sep 2017-March 2022)
Responsibilities:
- Created JIRA projects, templates, workflows, screens, fields and other administrative activities.
- Setup different spaces in confluence for various projects, configured proper space permissions, page restrictions, and used macros to customize the pages and documents.
- Performed support, migration for JIRA versions from 7.13 to latest version, Confluence migration from 6.13.4 to latest version, and Bitbucket migration 4.14.10 to latest version and Bamboo 6.2.2 to latest version.
- Provided ongoing support and configuration for JIRA project, workflows, Screens, fields, permissions, and other Admin tasks.
- Worked on Jira Service Desk for customer requests and performed various request types, Portal settings, Email requests, Knowledge bases, SLAs, automation rules etc.
- Responsible for transition of ITSM Tool (from HP Service Manager to JIRA Service Desk) for the Organization.
- Setup different feedback/Customer support websites in the form of Jira issues by using Issue collectors in Jira and Jira Service Desk.
- Migrated Jira across environments and worked on Jira database dumps.
- Worked on Add on such as Tempo, Service desk, Portfolio, Zephyr, BigPicture, EazyBI, Automation for JIRA, X-Rays, Script Runners.
- Supported and maintained Jira align (Agile Craft) for both business and software development teams.
- Performed JIRA database migration from PostgreSQL to Oracle.
- Worked on confluence- Assigned user personal space and provided assistance in using Confluence.
- Experience in installing and managing Atlassian tools and worked on troubleshooting tickets with bamboo and Bitbucket.
- Create Bitbucket projects, provided complicated permission on privileges to the users according to the business requirement.
- Enabled the notifications and automated the process of assigning users to take responsibility.
- Collaborated with developers on the agent allocation to suit the build architecture with VM's configuration.

Agile Electric Sub Assembly(P) Ltd, Chennai.
(From Aug 2016 to Aug 2017)
- As a member in Quality team maintained all inspection reports
- Handled inventory reports and supervised all the incoming parts and FG with SAP.
- Supports internal and customer audits.
- Produced all process charts and diagram and required visual display charts to attain 100% quality in process.

Hyundai Motor India Ltd, Chennai.

(From May 2015 to July 2016)

- One year government apprenticeship.
- Completed industrial training as apprentice in Paint shop quality line.
- Handled inspection and document reports for final line.

Educational Details:

Diploma in Mechanical Engineering (DME) (2012–2015)
Government Polytechnic College ,Konam, Nagercoil.
Percentage   :   **93%**
Higher Secondary (2010-2012)
S.L.B Government Higher Secondary School, Nagercoil.
Percentage   :   **76.5%**
SSLC(2010)
Government High School, Ananthapuram.
Percentage   :   **92.4%**