



# Purnendu Chavan

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## Professional Summary

Results-driven Jira Administrator and Developer with around 2 years of experience in Jira and Confluence customization. Expertise in improving team efficiency and project results through innovative process optimization. Known for streamlining operations and offering comprehensive user training and support

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## Skills

- Jira (Cloud & Datacenter)
  - Confluence (Cloud & Datacenter)
  - Bitbucket
  - Jira Service Management (JSM)
  - eazyBI Reports and Charts for Jira
  - Scriptrunner for Jira
  - Tempo Timesheets
  - Structure by Tempo: Jira Portfolio Management PPM
  - Rich Filters for Jira Dashboards
  - BigPicture - Project Management & PPM
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## Professional Experience

Holograph Technologies, Pune

December 2022 - Present

### Jira Administrator and Developer

- Administered Jira by configuring issue types, workflows, notifications, and security schemes to optimize project management.
  - Created and managed Confluence spaces with tailored access restrictions and developed organization-wide dashboards.
  - Utilized various plugins, including BigPicture, Tempo, Structure, ScriptRunner, Exalate, and eazyBI, to enhance functionality and improve processes.
  - Conducted training sessions and provided ongoing support to users to ensure effective utilization of Jira and Confluence tools.
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## Projects

### Hyundai Mobis , Hyderabad

Jira Administrator and Developer

Feb 2023 - Present

- Implemented resource planning to optimize project management and resource allocation.
- Established a weekly timesheet approval process, significantly enhancing time tracking and approval efficiency.
- Configured Exalate for seamless data synchronization between multiple instances, ensuring a 99% accuracy rate in data consistency.
- Developed comprehensive resource loading reports with eazyBI, providing detailed insights into resource allocation monthly.
- Collaborated with project managers and teams to understand their requirements and provide tailored Jira solutions. Assisted in the setup of project spaces, issue tracking, and reporting to support project goals and deliverables.
- Designed and configured organizational dashboards using various plugins to integrate diverse reports. These dashboards were utilized by Managing Directors (MDs) and expatriates for their weekly and monthly reviews, providing critical insights and facilitating informed decision-making.

### Flight Safety Foundation, USA

Jira Administrator and Developer

July 2024 - Present

- Streamlined JSM Processes: Created and optimized workflows, screens, issue types, request types, and forms in Jira Service Management.
  - Designed leadership dashboards: Integrated over 20 key performance indicators (KPIs) and data visualizations to provide comprehensive, actionable intelligence.
  - Analyzed user feedback and system performance data to identify areas for improvement. Implemented changes that resulted in a more than 50% increase in system usability and user satisfaction.
  - Introduced and set up internal team portals to enhance collaboration and streamline information sharing, resulting in a significant increase in team engagement and a notable reduction in time spent searching for information.
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## Education

- Bachelor of Engineering (B.E.) in Mechanical Engineering  
SVPM College of Engineering, Pune University, Baramati  
May 2018
  - Full Stack Development Course  
It Vedant Institute  
December 2022
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## Languages

- English
- Marathi
- Hindi
- Japanese : Beginner