Surendra Gude

JIRA/Confluence/Jira Service Desk Administrator

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PROFESSIONAL SUMMARY

- 6+ years of experience in the IT Industry and JIRA Administration, Project management, Agile methodologies, JiraService Desk, Jira Core, Jira Agile, Confluence, Analysis, Design, Development, Crowd, Bitbucket, Bamboo, Jenkins, ITIL Management (Service Now)and Collaboration tools and working with Complex Workflows and Managing Plugins.
- Creation of Jira Projects and Confluence Spaces
- Installed and Migrated Jira, and Confluence from a lower version to a newer version
- Implemented SSL/SSO
- Configured SAML with OKTA for SSO
- Integrated Jira, Confluence with AD/LDAP
- I have implemented REST API's
- I have prepared Groovy Scripts
- Migrated Jira, and Confluence from Local Instances to the Cloud.
- I have prepared Groovy and Shell Scripts
- Administration and management of Atlassian tool suites, (installation, deployment,Configuration, migration, upgrade, patching, provisioning, server management, etc.)
- Experience in Software Development Lifecycle (SDLC), involved in Analysis, Design, Implementation,Testing, and Deployment of Object Oriented, Client-Server, Web-Based, Distributed.
- Evaluating and managing the usage of Atlassian add-ons to meet team and business needs.
- Migrating the Jira, Confluence, and DB from Windows to Linux environment.
- Agile Program Management, Change/Incident/Problem/Release Management, JIRA-AgileScrum/Kanban, Bug Cycle management, SDLC designs advice using JIRA.
- I know Jira, Confluence Up gradation & Migration from the lower version to the new version (Bothcore applications up gradation.)
- Administration and management of Atlassian tool suites, (installation, deployment, configuration,migration, upgrade, patching, provisioning, server management, etc.).
- Manage and Configure Various Atlassian Tools like JIRA, Confluence, Crowd, Stash/Bitbucket for Agile development in the organization.
- Worked on Confluence- Assigned user personal Space, pages, child pages, macros, and digital signature and assisted in using Confluence.
- Data Center and Disaster Recovery implementation for Atlassian Products.
- Define and maintain SLAs and processes for the system including server uptime and consistency.
- Experience with Groovy & Shell scripting
- Create Customized Dashboards, and JQL Filters shared with teams and used them on gadgets.
- Creating a change request, work orders, and problem tickets using the BMC Remedy tool and gettingapprovals from higher officials.

- Experience with Atlassian JIRA installation, administration, and maintenance.
- Experience with Jira 7.x and 8.x and 9.2 environments, with the ability to create Jira workflow, screen schemes,permissions schemes, and notification schemes.
- Used easy for reports, charts, and dashboards add-on for JIRA.
- Interact with business analysts and software developers for bug reviews and take an interest in QAmeetings.

Working experience support activities like Initial deployment, Re-deployment, Extension changes, and Giving credentials.

TECHNOLOGY

Below is the list of important software products, tools that I have worked with.

Applications	Atlassian – JIRA, Jira Service Desk, and Confluence, Bitbucket, Crowd.
Cloud Tools	Atlassian Cloud and AWS-EC2
Databases	SQL Servers, Mongo DB
Scripting Tools	Groovy & Shell scripting.
Version Control Tools	CVS, SVN, GIT & GitHub, Bitbucket
Operating Systems	MS Windows Server, UNIX, Linux
Application Server	Tomcat, and Web logic.
Test Management Tools	X Ray, TestRail

Qualification

Degree: B-Tech (2014 - 2018)
University: JNTUK
Specialization: ECE

PROFESSIONAL EXPERIENCE

Project-1:

Client: McDonalds (Sep 2023 – Till now)

Project Role: Jira Administrator

Project Name: Sesame

Description:
McDonald's is an American QSR (Quick Service Restaurant) chain, founded in 1940 having around 37000+ Restaurants across the Globe It's a POS based application. McDonalds restaurant is equipped with POS(Point Of Sale) Self Ordering Device and Kitchen Video System(KVS). Crew will place orders on POS and those orders will go to KVS. Even we can do self from Self ordering Device. if client needs anything new feature, an RITM will be raised and if they face any issue in this environment, an Incident will be raised

Responsibilities:

- Worked on JIRA customization such as creating Issue-type schemes, Complex Workflows, and Field Configurations.
- Created and Modifies Existing Permission schemes, Screen schemes, and Notification schemes for all projects as per Team's requirement.
- Creating a project for the testing team based on the Zephyr plug-in.
- Working on JIRA Agile projects like Creating Scrum/Kanban boards, and configuring 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 synced with the old production applications.
- Created user accounts, and technical documents documenting JIRA project configurations and provided training sessions.
- Created reports, charts, and dashboards for JIRA with the eazyBI Plugin and managed documentation for the 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.
- Upgradation 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.
- Provided technical assistance for work administration of users, related modifications and archival of projects.
- Supported maintenance and improvement activities by installation of security patches and related fixtures.
- Reported performance related issues to management by analysis and tracking of existing systems
- Set up the Jira "Timesheet Report" plugin, to help users with 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.
- TestRail supports integrating with all major JIRA versions, including JIRA Cloud and JIRA Server 7. x – 8. x
- Monitor Jira logs when performing migrations, and troubleshooting users/system issues.

Project-2:

Client: McDonalds (July 2021– Sep 2023)

Project Role: Jira Administrator

Project Name: NewPos

Responsibilities:

- Worked on Installation of Jira and Confluence and configuring them as per user requirement.
- Handled high/Medium Priority issues raised by users.
- Configuration of JIRA projects, workflows, screens, fields, permissions, and other administrative tasks.

- Customize JIRA workflow using conditions, Validations and Post functions to achieve user requirements.
- Involved in JIRA up gradation and performed pre and post upgrade activities.
- Created new users in JIRA and providing them required permissions on Jira/Confluence tools.
- Created almost all project types-based user requirements.
- Created Scrum/Kanban Boards and Configured as required by user.
- Involved in Installing, Upgrading and Merging Atlassian products.
- Provided training to technical and non-technical teams to use Atlassian tools.
- Worked on JIRA Test Cases.
- Worked on JIRA & Agile Software development projects.
- Worked on Integrating JIRA with Confluence.
- Created Automation Rules based on Customer requirements.
- Created several customer accounts and maintained users.
- Provided trainings to the end users about how to use Jira and Confluence functionalities
- Reported performance related issues to management by analysis and tracking of existing systems
- Developed technical solutions by coordination with internal project teams and understanding of requirements.
- Responded to all incoming questions and inquiries related to JIRA applications.
- Prepared projects, dashboards, reports and questions for all JIRA related services.

Project-3:

Client: Entergy (April-2019 to June-2021)

Project Role: Application Support Engineer

Business: Energy Distribution.

Description:
Entergy corporation is an integrated energy company involved with retail distribution operations of US and also electric power production. Entergy distribute electric power to its millions of customers and charges them and gets the payments back in three modes a. CheckFree b. MAO c. Bill matrix. Using the Tipco service, all the payments are stored in the TPPS DB. In order to update the payment details of the customers in CCS Application, business will create and process some files. At the EOD, all the payments are posted to the bank in the encrypted file format.

Responsibilities:

- We will provide the required support if there is any improper data getting loaded into TPPS DB. Also to create and process the files.
- We will also provide our support if there is any issue encountered while posting the files to the bank.
- Worked on some minor Enhancements.
- Analysed the issues of business tickets
- Worked on fixing the job issue
- Played role as administrator
- Analysed the logs data to fix the issue
- Generating the reports based on business requirements
- Attended some project related trainings
- Performed application activities on Daily, weekly and monthly basis
- Handled bridge call for high critical tickets.
- Performed trilogy and root cause analysis on the tickets

- Analysed the configuration issues, do log analysis, provide workaround to market and/or provide root cause analysis to L4 team and/or provides script changes in script files to development team