



# SINDHU Y

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## PROFILES

- <https://www.linkedin.com/in/sindhu-yogachar>
- Bold Profile

## PROFESSIONAL SUMMARY

Experienced professional with a strong background as JIRA Admin and Automation Quality Specialist, skilled in driving growth, optimizing operations, and managing complex projects. Adept at leading teams, navigating diverse environments, and utilizing key skills to achieve strategic objectives. Known for problem-solving, strategic thinking, and a commitment to excellence.

## SKILLS

- ATlassian Jira
- Confluence
- EasyBI
- PowerBI
- AHA Roadmaps
- QMETRY
- POSTMAN
- RPA tools
- Selenium Webdriver
- Citrix

## EXPERIENCE

**JIRA Administrator** / OneTrust - Bengaluru, Karnataka

06/2022 - Current

- **Project Management:** Extensive experience in utilizing JIRA Software for managing Agile projects with Scrum and Kanban methodologies. Proficient in configuring Scrum and Kanban boards, managing sprints, backlogs, and roadmaps to streamline project planning and execution.
- **Service Management:** Skilled in JIRA Service Management for handling incident management, change management, and service requests. Implemented ITSM practices to enhance support ticket tracking and resolution processes.
- **Custom Workflows and Automation:** Expertise in designing and managing custom workflows tailored to specific project needs. Proficient in setting up automation rules to optimize processes and reduce manual tasks.
- **Reporting and Analytics:** Adept at creating and customizing dashboards and reports to track project progress, performance metrics, and key performance indicators (KPIs). Utilized JIRA's built-in reporting tools to deliver actionable insights.
- **Integration and Customization:** Experience with integrating JIRA Cloud with various third-party applications and leveraging the REST API for custom integrations and automation solutions. Extensive use of the Atlassian Marketplace to enhance functionality.
- **Permissions and Security:** Competent in managing permissions schemes and security settings to control access and ensure data integrity. Familiar with audit logs for tracking changes and maintaining compliance.
- **Collaboration and Communication:** Proficient in using JIRA's collaboration features, including comments, mentions, and file attachments, to facilitate team communication and information sharing.
- **User and Role Management:** Skilled in organizing users into groups, managing roles, and synchronizing user directories to streamline user management and permissions.
- **ATLASSIAN Tools:**

**EasyBI:** Developed and maintained custom reports and dashboards using easyBI to provide actionable insights and data visualization for various business needs. Configured complex metrics and KPIs to support data-driven decision-making and performance tracking.

**Confluence:** Managed and organized project documentation, knowledge bases, and team collaboration spaces using Confluence. Created and maintained comprehensive documentation, including meeting notes, project plans, and process workflows, to enhance team collaboration and information sharing.

**Power BI:** Utilized Power BI to create basic reports and dashboards, leveraging its data visualization capabilities to present key metrics and trends effectively. Supported data analysis and reporting tasks to inform business decisions.

**Quality Engineer** / OneTrust - Bengaluru, Karnataka

03/2022 - 06/2022

- Developed and executed detailed test plans for black box testing, ensuring comprehensive coverage of all functional aspects and user scenarios
- Created and maintained robust test cases to assess software functionality and uncover defects
- Performed ad hoc and exploratory testing to simulate real-world user interactions and uncover hidden defects
- Evaluated user interfaces for usability, and conducted rigorous cross-browser testing to ensure compatibility with various browsers
- Identified, documented, and reported software defects using JIRA and QMETRY, maintaining detailed defect
- Executed thorough regression testing to validate that software changes did not impact existing functionality adversely
- Contributed to quality assurance processes in Agile development cycles, including sprint planning and daily stand-ups
- Engaged in process improvement initiatives to enhance testing methodologies
- Provided clear communication of testing results and defect information to team members and stakeholders
- Collaborated closely with developers, product managers, and quality assurance teams to align testing efforts with project requirements

**RPA Automation Engineer** / Huawei Technologies - Bengaluru, Karnataka

09/2020 - 03/2022

- Designed, tested, and deployed RPA bots for tasks including data entry, validation, report generation, and data extraction
- Orchestrated multiple RPA bots to ensure seamless end-to-end process automation and optimization
- Implemented robust monitoring and reporting mechanisms to track bot performance, address issues, and ensure continuous improvement
- Conducted regular maintenance, updates, and enhancements to adapt to evolving business needs
- Developed exception handling mechanisms to manage errors and maintain reliable bot operations
- Utilized Selenium WebDriver to automate repetitive and complex tasks, significantly enhancing operational efficiency
- Created Citrix automation scripts for cross-platform compatibility across various Citrix environments
- Applied SQL basics and DML commands for database querying and manipulation

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**EDUCATION**

**BE:** Electronics And Communications Engineering  
National Institute of Engineering - Mysore

06/2020

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**CERTIFICATIONS**

Pursuing ATlassian ACP-120 Jira Administrator Certification