

Sindhu Y

JIRA Administrator

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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.



LinkedIn Profile & Portfolio

- www.linkedin.com/in/sindhu-yogachar
- [Portfolio website](#)



Professional Experience

**Jun 2022 -
Current**

JIRA Administrator

OneTrust, Bengaluru

- Extensive experience in utilizing JIRA Software for managing Agile projects with Scrum and Kanban methodologies
- Skilled in JIRA Service Management for handling incident management, change management, and service requests
- Expertise in designing and managing custom workflows tailored to specific project needs
- Adept at creating and customizing dashboards and reports to track project progress, performance metrics, and key performance indicators (KPIs)
- Experience with integrating JIRA Cloud with various third-party applications and leveraging the REST API for custom integrations and automation solutions
- Competent in managing permissions schemes and security settings to control access and ensure data integrity
- Proficient in using JIRA's collaboration features to facilitate team communication and information sharing
- Skilled in organizing users into groups, managing roles, and synchronizing user directories to streamline user management and permissions
- Developed and maintained custom reports and dashboards using easyBI
- Managed and organized project documentation, knowledge bases, and team collaboration spaces using Confluence
- Utilized Power BI to create basic reports and dashboards.

Mar 2022 -
Jun 2022

Quality Engineer

OneTrust, Bengaluru

- Developed and executed detailed test plans for black box testing
- Created and maintained robust test cases
- Performed ad hoc and exploratory testing
- Evaluated user interfaces for usability
- Identified, documented, and reported software defects using JIRA and QMETRY
- Executed thorough regression testing
- Contributed to quality assurance processes in Agile development cycles
- Engaged in process improvement initiatives
- Provided clear communication of testing results and defect information
- Collaborated closely with developers, product managers, and quality assurance teams.

Sep 2020 -
Mar 2022

RPA Automation Engineer

Huawei Technologies, Bengaluru

- 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
- Conducted regular maintenance, updates, and enhancements
- Developed exception handling mechanisms
- Utilized Selenium WebDriver to automate tasks
- Created Citrix automation scripts
- Applied SQL basics and DML commands for database querying and manipulation.

Skills

ATLASSIAN Jira

Confluence

EasyBI

PowerBI

AHA Roadmaps

QMETRY

POSTMAN

RPA tools

Selenium Webdriver

Citrix

Education

Jun 2020

BE: Electronics And Communications Engineering

National Institute of Engineering - Mysore

Certifications

Pursuing ATLASSIAN ACP-120 Jira Administrator Certification