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| **Srinivasarao Mutyam**  Hyderabad, TS | 9153678222 | mutyamsrinivas777@gmail.com | www.linkedin.com/in/sri-nivas-m-865b3522a | | **03.jpg** |

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| **PROFESSIONAL SUMMARY** |
| With over 6 years of experience in JIRA Administration, analysis, design, development, project management, agile methodologies, JIRA Core, Jira Service Desk, Jira Agile, Confluence, AWS, and ITIL Management, I possess extensive expertise in collaboration tools configurations and management. In total, I have accumulated 8+ years of overall experience |

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| **CERTIFICATIONS** | **AWARDS** |
| * certified in ITIL V3 * Jira Cloud Administration | * Best team player * Toast master club active member |

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| **SKILLS** |
| * Atlassian Cloud Administration: Jira, JSM, Confluence * Jira Thirdparty apps: Git Intigration Jira, Timesheet Reports Jira, Power BI connector for Jira, Salesforce Jira connector, Richfilter for Jira, Script runner for Jira, TestRail Jira., * Jira Data Center, Confluence Data Center * Business Analysis * Project Management |

**EXPERIENCE**

**GEP Software Pvt Ltd., Principle Software Engineer**

**Feb 2023 - Present**

*Atlassian Jira Org Administrator for a global business with ofﬁces across the globe GEP, supporting 2500+ users of Jira & Confluence support and maintenance of Atlassian Cloud products. Leading a team of 3 administrators.*

* Have experience in Jira Migration, customization, integration, addons configuration, product updating, proactively creating roadmaps, Components, Jira Project, schemes, Workflow conditions, validation, post functions, fields, screens, permissions automation
* Experienced in Confluence product setup, configuration, permission schemes, space, pages, whiteboards, blog creations, templates and macros configuration.
* Jira User management, user provisioning, access and revokes, Jira product annual renewal, and Billing task. Stop using the unused paid add-ons to save unwanted expenditure for the organization Implemented Cases and on boarded support team, leading to several improved KPIs including improving ﬁrst call resolution rate by 15% and user satisfaction by 25%.

**SA Tech Software India Pvt Ltd., Senior Software Engineer**

**May 2022 - Feb 2023**

*Worked under SA Tech payroll As Senior Software Engineer, to supporting 2000+ Jira users with the above task and GEP as a client*

**MEIL, Support Engineer**

**May 2017 - Dec 20ddde**

*Junior Salesforce Administrator, acting as the primary point of contact for 100+ Sales and Service Cloud users.*

* Managing support tickets using Cases, improved case resolution time by 10%.
* Developed reports, dashboards, and processes to continuously monitor data quality and integrity, reducing duplicate accounts by 20%.

**Power Test Asia Pvt Ltd, Testing Engineer**

**Jul 2015 - MAY 2017**

*Worked as Electrical diagnosing engineer, acting as the primary point of contact for testing of motors, generators, transformers and other electrical heavy equipment diagnostic tests and test results reports and analysis..*

* Conducting diagnostic testing on electrical equipment.
* Analisythe resutls and making reports, install os and testing softwares in teams laptops supported as IT Support task as well.

**EDUCATION**

* **B.Tech** (Electrical and Electronic Engineer) with **60.16%** at Chaitanya Institute of Science and Technology – Samalkot, E.G. Dist (JNTU – Kakinada).
* **2012** Diploma (Electrical and Electronic Engineer) with **76.06%** at Chaitanya Institute of Science & Tech – Samalkot, E.G. Dist (State board of technical Education & Training – AP).