Lakshmi T

Contact Information

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Email:

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Relevant Work Experience

- 6+ Years of IT experience with, SIEMENS Pune as Atlassian Suite Administrator (December 2015-Till Date)

Education

- B.Tech (I.T): Vijaya Institute of Technology For Women from JNTUK University .

Experience Details/Skills

- **Have 6+ years of experience in Atlassian Jira, Confluence, Jira Service Desk, Bitbucket and Crowd Administration**
- **Expert in Atlassian Jira Software and Service Desk Administration**
- Hands on Experience in all Jira project schemas such as Custom fields configuration, Screen Schemes, Workflows, Issue type schemes, permission scheme & notification schemes
- Implemented complete business process using advanced workflow configurations
- Extensive experience in integrating and Troubleshooting Jira with other applications such as confluence, Bitbucket, fisheye & Crucible etc.,
- Extensively worked in Scrum environment with active involvement in daily meetings.
- Experience in installing plugins on Atlassian tools - Bamboo, JIRA and Confluence
- Skilled at Software Development Life Cycles and Agile Programming Methodologies.
- Excellent analytical and logical programming skills with a good understanding at the conceptual level and possess excellent presentation, interpersonal skills with a strong desire to achieve specified goals.
- Excellent written and verbal communication skills including experience in proposal and presentation creation.
- Creation of Jira Projects based on user request.
- Creation of new Jira users and Jira groups
- Managing Issue types for Jira Projects
- Installing/updating plugins in Jira
- Upgraded Jira from7.12.4 to 8.20.7
- Migrated projects from one instance to different instance
- Merged two different instances to single instance using CMJ plugin
- Re-indexing Jira on timely basis
- Guiding users in Jira Shared Dashboards & Filters
- Creating Agile and Kanban boards and configuring the columns with the custom workflows

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- Troubleshooting ranking issues in agile boards Synchronizing Jira production data with Dev environment

- Developing customized workflow for transaction parallel approval.

- Responsible for creation of custom workflows and adding post functions when required.
- Built templates and dashboards for customized views of the data specific to each group and line of business.
- Validated best business practices and rules to implement with the new model along with appropriate user approvals and sign-off.
- Helping Scrum master across the company to customize JIRA for their requirements.
- Data Management: DB configuration, Site backup, configuration of attachments, Data import and Export.

Atlassian Jira/Confluence Administrator

Project: **EBOS Group   Jul 2019 to Till date**

Roles and Responsibilities:
- Involved in migration of data from one Jira to another Jira.
- Maintaining Jira Software, Jira Service Desk, Confluence, Bitbucket with custom plugin to achieve business goals.
- Worked very closely with Global Project Teams including IT architects, Operational Architects to ensure the solution is compatible and a long term fit for the company.
- Carried out application Jira, Confluence, Fisheye & Crucible upgrades, database backups, database restore, database performance, backup scripts, deployment of patches and maintained data files and transaction logs.
- Installed and managed Jira, Confluence, Fisheye & Crucible, Oracle, SQL Server and Linux.
- Enhanced profitability through building new relationships with multi-national accounts by supporting customers with technical assistance, resulting in additional business transactions.
- 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.
- Generated scripts for effective integration of JIRA applications with other tools.
- Suggested improvement processes for screens, workflow procedures and reports of applications.
- Conducted analysis and evaluation of existing systems to upgrade latest versions of JIRA.
- Assisted in assessment of existing production systems and configuration services for upgrading.
- Provided technical expertise for analysis and assessment of current security and database configuration services.
- Responded to all incoming questions and inquiries related to JIRA applications.
- Prepared projects, dashboards, reports and questions for all JIRA related services.
- Extensive experience in SQL queries
- Participated in reviews and Requirement analysis.

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- Exposure in using Bug Tracking Tools.
- Excellent analytical and logical programming skills with a good understanding at the conceptual level and possess excellent presentation, interpersonal skills with a strong desire to achieve specified goals. ▪ Excellent written and verbal communication skills including experience in proposal and presentation creation.

Project: - Westpack Banking Corporation, Australia APR 2017 to Jun 2019

Roles and Responsibilities:

- Automate the build and release cycles.
- Configured Confluence for Project management, created Storyboard & Sprints in Jira ▪ Continuous Integration environment is setup using Jira, Bamboo, Bitbucket and ant script.
- Worked on Bamboo- Build triggers and Build dependencies.
- Contracted to serve as the JIRA Systems Administrator for the international JIRA/Confluence infrastructure,

  including all associated programs, plugins and systems.

  Created Custom workflows, custom screens and custom fields on Jira.
- Created users on Active Directory, synched the users on Jira and assigned groups and spaces.
- Created events, email notification schemes and assigned project roles on Jira.
- Installed and managed plugins for Jira in production environment.
- Worked on confluence- Assigned user personal space and provide assistance in using Confluence.
- Installed various Jira plugins such as Jira client, Jira importer plugin, Jira Charting ▪ Plugin, the connector for Microsoft project and Jira Misc.
- Deployed Atlassian products and associated programs.
- Worked closely with management to implement sweeping changes to their development processes and procedures, customizing JIRA and Confluence to take the ▪ forefront of the new systems.
- Migrated Jira across environments and worked on Jira database dumps.
- Worked on Jira Cloud as part of evaluation.
- Worked on generating reports for senior management on Jira.
- Created custom dashboards, advance filters and formula-based fields.
- Implemented and managed, as Configuration Manager, builds and source code branching as well as QC and integration testing environments.
- Coordinated efforts between multiple divisions to link/merge disparate systems or programs into JIRA/Confluence to create a more unified system where data could be ▪ pulled and reported on from a single central source.
- Acted as POC for all JIRA/Confluence/Agile related questions, problems and activities.
- Introduced Confluence too many departs, replacing their internal wiki system.
- Installed and upgraded Jira in production to keep up to date.
- Worked on Atlassian maintenance support for - Atlassian JIRA, Stash, Agile, Tempo

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- Time Tracking, Confluence, service now.

Project: - Prudential Financial, USA Dec 2015 to Mar 2017

Roles and Responsibilities:

- Resolved issues as they arise with JIRA Projects and Confluence in coordination with JIRA hosting partner team.
- Responsible for creating the project space in confluence.
- Developing Confluence pages and integrated with JIRA.
- Creating and modifying workflow as per the requirement.
- Created complex JIRA workflows including project workflows, screen schemes, permission scheme and notification schemes in JIRA.
- Responsible for all production related changes/builds/deployments. Created SVN branches for future parallel releases.
- Create team specific agile process flow in JIRA to move tasks from one activity to another.
- Responsible of being a reporter for each of the issue opened in JIRA. Migrated DBA, ▪ Development and Testing teams from Version One to JIRA.
- Set up and configured Git repositories for Git Hub on Linux server/windows desktop and used Git commands to initialize/update repositories.
- Worked on plugins related to our SCM tools under Jenkins for implementing Java projects using ANT/Maven.

- Migrated all build jobs from Hudson to Jenkins/Bamboo.

  Installed JIRA Suite utilities plugin that provides additional workflow features such as conditions, validator and post-functions.

- Used Jenkins as a build tool to create build packages.
- Created build and deployment jobs in Jenkins for various components.
- Automated the manual piece of deployment which saved one hour of time.
- Coordinated with variety of teams like DBA, development and build team for a successful code promotion.
- Strong experience with SCM methodology, best practices, process improvement, and toolsets.
- Responsible for maintaining integrity of all builds and environments.
- Performed code freeze on the development branches and informed the development teams to merge in the changes to integration branch before the scheduled date of staging.
- Created development and integration Branches after a major release for various development teams.
- Provided ongoing support and configuration for JIRA projects, workflows, screens, fields, permissions, and other administrative tasks.
- Developed training as needed and addressed user questions, worked on incoming questions and inquiries related to JIRA app