

DIVYA SHREE M

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PROFESSIONAL SUMMARY

Certified JIRA Administrator with over 3 years of experience managing JIRA environments for cloud and on-premise systems. Proven expertise in workflow automation, project management tools integration, and user management. Proactive in implementing custom workflows, automating processes, and collaborating with IT teams to optimize project tracking and team productivity. Highly skilled in JIRA Automation, Groovy scripting, and Atlassian ecosystem tools such as Confluence and Bitbucket.

EDUCATION

NORTHWEST MISSOURI STATE UNIVERSITY, Maryville MO

Master of Science in Computer Science, Dec 2023

Cumulative GPA: 3.80/4.0

Relevant Coursework: Big Data, Data Visualization, Database Systems, Advance Topics in Database Systems

SHRI VISHNU ENGINEERING COLLEGE FOR WOMEN, INDIA

Bachelor of Technology in Electronics and Communication Engineering, Jul 2015 - Apr 2019

WORK EXPERIENCE

Telefonica – JIRA Administrator

WIPRO, Bangalore India | Oct 2020 – Jul 2022

- Managed and administered JIRA projects, including creation, configuration, and maintenance of JIRA schemes such as workflows, screen schemes, and permissions.
- Implemented custom workflows, fields, and automation scripts using JIRA Automation and Groovy scripting, improving operational efficiency.
- Performed user management tasks, including creating and managing roles, groups, and permissions, supporting over 500 users.
- Integrated JIRA with Confluence, Bitbucket, and other tools, streamlining cross-team collaboration and issue tracking.
- Monitored and troubleshooted JIRA performance issues, reducing downtime and improving system stability.

AMP Life – JIRA Expert

AMP Life, India | Nov 2019 – Oct 2020

- Spearheaded the customization of JIRA instances, including advanced workflow configurations, custom dashboards, and automation.
- Automated issue tracking processes using JIRA Automation, leading to a 40% reduction in

manual effort for project management tasks.

- Designed and implemented custom dashboards and reports for project tracking, enhancing visibility for stakeholders.
- Trained teams on best practices for JIRA and Confluence usage, increasing adoption and effective use of the tools.
- Collaborated with IT teams to integrate JIRA with third-party tools, enhancing team productivity.

Ericsson – JIRA Administrator

Ericsson, India | Jun 2019 – Nov 2019

- Configured JIRA workflows, custom fields, screens, and permissions to meet business requirements.
- Led the migration of legacy project management tools to JIRA, ensuring minimal downtime and smooth transition.
- Assisted teams in optimizing their project management processes through JIRA, resulting in improved productivity.
- Monitored system health and performance, addressing bottlenecks and ensuring high availability of JIRA services.
- Documented best practices and procedures for JIRA administration, improving knowledge transfer across the organization.

PROJECT EXPERIENCE

- Scaled IHSA Web App to over 30 Universities, leading to 1700 monthly active users across those campuses.
- Led data ingestion efforts for a 7-person team, developing a real-time horse-to-rider assignment Randomizer using the Fisher-Yates Algorithm.
- Built a web scraper in Python to acquire data from Yellow Pages and Yelp websites, and developed an ETL pipeline for data transformation.
- Aggregated and analyzed data from the National Bridge Inventory database to create a comprehensive Tableau dashboard depicting the condition of bridges in the USA.

CERTIFICATIONS

- [Atlassian Certified Professional \(ACP-120\) – JIRA Administrator for Cloud](#)
- [Atlassian Certified Professional \(ACP-620\) – Managing JIRA Projects for Cloud](#)

TECHNICAL SKILLS

- JIRA Administration: Workflow management, project setup, and user roles
- Automation: JIRA Automation, Groovy scripting, reducing manual effort
- Atlassian Tools: Confluence, Bitbucket, Bamboo
- Dashboarding & Reporting: Custom dashboards, JIRA filters, and advanced reporting
- Integration: Integrating JIRA with third-party tools and other Atlassian products
- Project Management: Agile methodologies, Scrum, Kanban boards in JIRA