**Deepa UdayaKumar, Jira Administrator**

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**PROFILE**

A Creative and detailed individual with ability to develop effective and efficient solution with development of project where, strong project management will be useful in delivery of services to the customer. Looking to join a progressive tech company

**EXPERIENCE : May 2019 – Aug 2023-4 Years**

**PROJECT NAME: NOKIA R&D PRODUCT SUPPORT**

**JIRA ADMINISTRATOR | HCL**

• Hands on experience on Datacentre in Atlassian Jira.

• Good Exposure in implementation of Workflows, Behaviours, Screens, Custom Fields, Notification schemes and Post functions in Workflows.

• Implementing Jira workflows using advanced features such as Post functions, Conditions and Validator.

• Installed and upgraded various plugins/add-ons.

• Hands on experience on Jira, Confluence Upgradation & Migration from lower version to new version.

• I have created Spaces, Pages, Child pages and Templates.

• Space, Pages migration from one server to another server.

• I have prepared Groovy scripts as user requirement.

• Evaluating and managing the usage of Atlassian add-ons to meet team and business needs.

• Worked on Confluence- Assigned user personal Space, pages, child pages, macros.

• Good Exposure in Dash boards, Scrum & Kanban boards implementation.

• Create and maintain technical documentation and user-guide

**ROLES AND RESPONSIBILITIES:**

• Creation of Jira Projects based on Business request.

• I have Installed Jira on both Operating Systems (Windows, Linux).

• Cloning the Jira Projects.

• Maintaining Jira issue types with specified Custom fields.

• Managing issue type screens.

• Maintaining backup in DEV environment.

• Managing Groups and Role management.

• Customized JIRA Configurations based on project level requirements.

• Creating Spaces, providing Confluence user access and roles.

• Restricted the issue types based on user roles using behaviours.

• Restricted the resolutions on transitions.

• Upgraded all the plugins and applications (Confluence, Jira and Fisheye) and synced with the old production applications.

• Created user accounts, and technical documents documenting JIRA project configurations provided training sessions.

Worked as team JIRA administrator providing access, working assigned tickets, and teaming with project developers to test product requirements/bugs/new improvements.

• Providing Project level and plan-based permissions.

• Integrating JIRA with Confluence.

• Filters using JQL Development. Environment: Jira, Confluence, Crowd, Tomcat Apache, Linux etc

**TECHNICAL SKILLS :**

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| Administrator Tools | Jira core, Jira Agile, Confluence, Crowd |
| Database | MYSQL Postgre ,SQL |
| Web Application servers | Apache tomcat |
| Operating System | Windows, Linux |
| Programming Languages | C,SQL,HTML |
| Other Tool | Putty |

**IT SKILLS**

Atlassian Jira , Atlassian Confluence

**Education**

**10th STD** -Danish Mission Higher Secondary School -72% 2000

**12th STD** -Danish Mission Higher Secondary School -63% 2002

**Polytechnic Diploma**

Electronics Communication Engineer 2004

**Alagappa University- distances education**

Bachelor of Science (B.SC) IT -Studying 2nd year 2021