**Shreya Kadivar**

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**Career Objective:**

Seeking a Jira Administrator & Developer position in a reputed organization that can benefit from my technical expertise, sincerity, dedication and commitment to my job, teamwork capabilities and motivation to achieve organizational success. I want to grow my career in an environment where problems are viewed as challenges and success is measured by tenacity in meeting these challenges.

**Summary:**

More than **11 years** in programming and application development & administration experience in **Jira, Java,**

**Maven, JavaScript, jQuery, AJAX, SVN, Confluence, GitHub.**

**Core competencies:**

* Hardworking, efficient and focused on task on hand
* Good Team building and interaction abilities
* Strong Analytical and Trouble-shooting abilities
* Very strong hand on programming and analysis skills

**COMPUTER SKILLS**

**Technical Skills**

|  |  |
| --- | --- |
| Languages | Core Java, J2ee, C, Asp, php and Visual Basic |
| Web Technologies | Servlet 2.3, JSP, HTML, XML, Apache |
| Databases | Microsoft SQL Server, Oracle 8i and Microsoft Access, MySQL |
| Tools | Jira Software, Jira Service Desk, Apache, Eclipse3.2, Confluence, Bamboo, Bitbucket, Groovy & Shell Scripting**,** Jenkins, Crowd, GIT, SVN, Windows & Linux |
| Application/Web Server | Tomcat 6 |
| Web Server | Apache Tomcat |

**Software**

* Database: Microsoft SQL Server, Oracle 8i and Microsoft Access, MySQL
* Platforms: Microsoft Windows® 2000, Microsoft Windows XP, Microsoft Vista
* General: Microsoft Office, Adobe Photoshop.

**Infra Manager – Cognizant Technology Solutions**

**From: 4-Aug-17 to till Date**

**Project summary: (Jira Administration and development)**

**Business vertical / Client**: Healthcare North America

**Project duration**: 42 Months

**Technologies Used:** Jira, Jira cloud JavaScript, JQuery and Ajax,

**Team size**: 5

**Project summary:** Closely working with Project and Business unit head for Strategies, analytics and enabling operations with devops tool. Effective Jira implementation in line with business focus.

Enhancement and support in Jira Cloud and Jira server for better utilization in healthcare domain.

**Key Deliverables**

* Value delivery
* Monitor Develops KPIs
* Jira Administration
* User experience & Reusability
* Stakeholder experience & expectation
* Benchmarking & Process definition SOPs
* Cost Optimization

**Roles and Responsibilities in the projects:**

* Configures and administer Jira Software, Jira Core and/or Jira Service Desk across the BU & all projects
* Installation, Setup & migrations of Atlassian tools on Jira cloud & on-premises and vice versa
* Manage & Monitor staging and production environment for business continuity
* User and group Management to ensure compliance, and maintain best practices
* Manages global settings including project roles, global permissions, and schemes & integrate authentication and authorization systems (like LDAP, Crowd)
* Creation of projects & Customization of workflows and post functions, custom fields, screens, Screen schemes, permission schemes, notifications and issue type schemes, Security schemes, bulk uploading of issues, Versions, releases, components, JWB export/import.
* Configuration of Agile board and Kanban board in line with business requirement
* Driving daily scum meeting, grooming sessions for backlog and planning for active sprint. Assignment of story points for each story
* Management of epics, stories in burn down, burn up and velocity chart across each release
* Manages of swinlanes and columns view of agile board
* Develop metrics dashboards and advanced filters in JIRA for efficient reporting
* Create process definition, SOP creation and operation guideline for quick help and internal RFP
* Perform application and system administration tasks, including data backups and scheduled jobs
* Research and utilize industry standard methods and techniques
* Review and identify plugins in-line with business needs and conduct the compatibility study
* Gather requirements for business processes, determine ways to optimize/improve JIRA setup and complex workflows.
* Implemented SSO and SSL for Jira and Confluence on-premises.
* Re-indexing and troubleshooting the Jira instance when required
* Importing issues from other environments i.e., from CVS files and Bugzilla to Jira Projects

**Application development Senior Analyst: Accenture Solutions Private Limited**

**From:** **30-Mar-17 to 3-Aug-17**

**Project summary: (Jira Administration and development)**

**Client**: Client JIRA application maintenance

**Project duration**: 5 Months

**Technologies Used:** Jira, Jira cloud JavaScript, JQuery, Ajax, Hygeia, GitHub, node.js, mongo DB, Apache tomcat

**Team size**: 5

Working on client projects in enhancement and support of Jira /application, these products are being utilize in Energy and utility domain.

**Roles and Responsibilities in the projects:**

* Creation of Jira projects (Screens, Schemes, workflows, security and notification etc.)
* Customization of existing and new Jira
* Integration of other devops tools with Jira
* Upgrade of Environment and testing
* Maintenance of staging servers and production environment
* Issue fixing
* Jira Enhancements
* Testing
* Documentation
* Production deployment preparation
* Post deployment support

**#1- Project Title: Jira Administration, Development and Configuration of JIRA Administration**

**Duration:** 5 months

**Team Size:** 2

**Languages/Tools:** Jira, Java, JavaScript, JQuery, AJAX, Apache, Tomcat, SVN Integration

**Role:** I am involved in Customization JIRA or Modifying Application

**Responsibilities**: Customization, Coding, requirement gathering, Testing and production Live

**Project Description:** Jira issue tracking tool where I was involved to customize that software according to customer requirement, if that functionality is not provided by software in that case, we need to write a fresh code called scripting. Jira uses Advanced Java framework.

**Software Engineer: Geometric limited**

**From: 29-Jul-13 to 28-feb-17**

**Project summary: (Jira Administration and development)**

**Client**: Geometric own products/application JIRA

**Project duration**: 43 Months

**Technologies Used:** Core Java J2ee, Maven built tool

**Team size**: 10

Working on company internal projects in enhancement and support of Geometric own products/application, these products are being utilize in automotive, aerospace and PLM domain industries.

**Roles and Responsibilities in the projects:**

* Creation of developer and test Environment
* Upgrade of Environment and testing
* Issue fixing
* Enhancements
* Testing
* Documentation
* Production deployment preparation
* Post deployment support

**#1- Project Title: Functional Development and Configuration of JIRA Administration**

**Duration:** 12 months

**Team Size:** 2

**Languages/Tools:** Jira, Java, JavaScript, JQuery, AJAX, Apache, Tomcat, SVN Integration

**Role:** I am involved in Customization JIRA or Modifying Application

**Responsibilities**: Customization, Coding, requirement gathering, Testing and production Live

**Project Description:** Jira issue tracking tool where I was involved to customize that software according to customer requirement, if that functionality is not provided by software in that case we need to write a fresh code called as Plug in. Jira uses Advanced Java framework.

**#2-Project Title: Data Migration and Plugin Development of JIRA**

**Duration:** 30 Months

**Team Size:** 6

**Languages/Tools:** Jira, Java, Maven built Tool

**Database:** Postgres SQL

**Role:** I am involved in development of Data Migration Plugin Development.

**Description** Developed a customized Data Migration Plugin in JIRA. In which migrated all the data of Client’s Non Legacy issue tracking tool to JIRA.

**Project Description:** Developed a customized data Migration Plugin in JIRA. Where we could manage to migrate data of Client’s Non Legacy issue tracking tool to JIRA. Studying Database for the Plugin Development was the core element and developed new Plugin based on the Current critical requirements.

**EXPERIENCE: IDEAS INFOTECH PVT.LTD.** (July 2009- Feb 2013)

Software Developer (2. 5 years)

**Project summary: (Travel Management System)**

**Client**: CAB Management System (Retail Domain)

**Project duration**: 16 Months

**Technologies Used:** Core Java, Postgres SQL, Apache, Tomcat

**Team size**: 8

CAB Management System (CMS) provides a complete solution to all day to day cab office running needs helping streamline business from booking and dispatch to invoicing, reporting and driver management tools. It will make your booking and dispatch efficient, reliable and accurate.

**Roles and Responsibilities in the projects:**

* Involved in preparing the design specs and development of the project
* Involved in Analysis and Requirements gathering for the project
* Involved in the configuration management of the JIRA project
* Involved in extensive client interactions to handle specific requests
* Study and Analysis of changes requested by the Client and estimating the impact on the system
* Coordinating with the user testing and deployment
* Coordinate the overall project framework and work-flow
* Assistance to test engineers for the current/ real time issue & cases

**Project summary: (Mall Management & Billing Solution)**

**Client:** Leading retail mall (Retail Domain)

**Project duration:** 15 Months

**Technologies Used:** Core Java, MATLAB, Oracle 10g, Slack integration

**Team size: 8**

Enterprise application to monitor & control retail mall functions in Stock management, billing management,

Promotional Scheme and loyalty programs for regular customers. Application had function for Staffing and

Productivity module.

* Sales, Marketing and stock management system
* Attendance monitoring & Pay-roll System integrated inside
* A Complete Billing system with a Barcode Reader (UPC – A Type)

**Roles and Responsibilities in the projects:**

* Customer interaction, User Reviews, demonstrations
* Understanding requirement specification & Jira project Design, Analysis and Architecture Requirements for the project
* Coding Standards, Code Reviews, Process Implementations & Workflows.
* Development to optimize the sales & marketing functions of client
* Staffing & Pay-roll module upgrade & development the current system of client
* Technical and User document for Compliance check of the stock
* Deployment of end to end project to client

**SPECIALIZATION [FINAL YEAR ELECTIVE]**

* Provided object-oriented design, programming and implementation support to the customer billing system, written in JAVA
* Complete web-site for online shopping experience and integrated Check-out options using PayPal payment gateway

**EDUCATIONAL QUALIFICATIONS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Degree** | **College/** **School** | **University** | **Year** | **Marks** | **Class** |
| M.Sc. IT | Saurashtra University | Saurashtra University | 2009 | 75.50% | Distinction |
| B.Sc. IT | Virani Science College | Saurashtra University | 2005 | 63% | 1st class |
| H.S.C. | Kotak High School, Rajkot - GSEB | GSEB | 2002 | 56% | 2nd class |
| S.S.C | Kotak High School, Rajkot - GSEB | GSEB | 2000 | 62% | 1st class |

**PERSONAL**

* Actively participated in curricular activities and extracurricular activities naming, participated at

State level IT Excellence Exposition.

* Won many prices in collage and school level Garba competitions.
* Participated in various science and Hindi state level examinations.