



KARTHEEK LANKIPALLI

CONTACT

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EDUCATION

B.tech – 73%
IIIST
2010–2014

Intermediate – 71%
Girvani Jr college
2008-2010

S.S.C – 81%
Z.P.H.S School
2008

SKILLS

- Jira installation
- Jira migrations
- Jira service desk
- Integrate with git
- confluence

Atlassian Tools

- Jira Software
- Jira Agile
- Service desk
- Confluence
- Crowd
- Bit Bucket

PROFILE

4.8 years of experience in JIRA Administration, analysis, design, development, project management, agile methodologies, collaboration tools, jira management tools, confluence pages development.

PROFESSIONAL EXPERIENCE

- ❖ Leading, planning, and managing documentation projects for product releases.
- ❖ I have very good exposure in Jira, Confluence, Crowd, Bitbucket, installation, upgradation, migration and merging in Windows, Linux and Atlassian Cloud.
- ❖ Assisted Scrum team in preparing the Sprint backlog.
- ❖ Very good exposure in Agile project implementation, Sprints and Epics.
- ❖ Implementation of Portal, Queues and SLA in Jira Service Desk.
- ❖ Good experience in creating various projects like Basic, Scrum and Kanban.
- ❖ Good exposure in implementing Workflows, Screens, Custom fields implementations.
- ❖ I have good experience in using Validations, Conditions, Post functions, and Properties in advanced workflows.
- ❖ I have implemented Mail configuration in Jira.
- ❖ I have integrated Jira with Crowd, AD/LDAP.
- ❖ I have implemented the Application Links.
- ❖ Installed and tested various add-ons.
- ❖ I have very good knowledge in Database clustering and taking the Jira, Confluence DB backup's.
- ❖ Experience providing training to development teams on how to track, plan and analyse using JIRA.
- ❖ Preparing documentation plan, estimating work, and assigning work to the team.
- ❖ Good exposure in Dashboards and Filter implementation.
- ❖ Good experience in creating Reports.

- ❖ I have good experience in implementing **Confluence Spaces, Pages, Child pages** and performed **Import and Export operations**.
- ❖ I have good knowledge in implementing **Version Controllers** like **GIT**.

EXPERIENCE

Company Name	From	To	Duration	Roles
Infosys	Sep 2015	May 2020	4Y 6M	JIRA Administrator

PROJECT 1:

Client : 360 Nautica

Duration : Dec 2018 – May 2020.

Role : JIRA Administrator.

Atlassian Tools : JIRA, Confluence, and JIRA Service Desk.

Roles and Responsibilities:

- Installing Jira in Windows environment and Creation of new Jira Projects.
- Worked with Jira Service Desk 3.5.x to set up service desk, creates Service desk request types, and makes queues for service desk teams.
- Worked with Service Desk Customer Portal as per Client requirement.
- Responsible for creating new users and groups in Jira.
- JIRA Customization - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes.
- Worked on JQL (Jira Query Language) filters, Dashboards, Gadgets for users.
- Responded to all incoming questions and inquiries related to JIRA applications.
- Plan, evaluate, deploy, operate and maintain tools to suit the expanding user database.
- Backup and Restore procedures.
- Created users on Active Directory, synchronized the users on Jira and assigned groups and spaces.
- Installed and managed plug-ins for Jira and confluence in production environment.
- Published JIRA gadgets and dashboards on confluence page.
- Maintained Various Add-ons and resolved the performance issues in Jira and Confluence.
- Improved the Database Connection pools.
- Analysing and Reporting upon JIRA Usage and Activities.

- I have installed many plug-ins (NFeed, JIRA Suite Utilities, Groovy Scripting, Extension for JIRA Service desk, Tempo Planner, and Project Configurator) based on requirement.

PROJECT 2:

Client	:	Exito media
Duration	:	Oct 2016 - Nov 2018
Role	:	JIRA Administrator.
Atlassian Tools	:	JIRA, and Confluence.

Roles and Responsibilities:

- Experienced in Upgrading Atlassian Tools.
- Troubleshooting and fixing errors common to Applications and Application servers.
- Installed JIRA Suite utilities plugin that provides additional workflow features such as conditions, validator and post-functions.
- Created users on Active Directory, synchronized the users on Jira and assigned groups and spaces.
- Installed and managed plug-ins for Jira and confluence in production environment.
- Managed JIRA Add-ons and Worked on Setup JIRA for Helpdesk/Tickets.
- Published JIRA gadgets and dashboards on confluence page.
- Migrated Jira, Confluence from CentOS to Windows
- Maintained Various Add-ons and resolved the performance issues in Jira and Confluence
- Implemented Agile boards
- Created filters for various request
- Improved the Database Connection pools
- Implemented few groovy scripts in script runner add-on.
- Creation of Jira Projects based on business request.
- Managing Issue types for Jira Projects.
- Configure the JIRA workflow for the project for improvement processes for screens, workflow procedures and reports of applications as per business requirement.
- Maintained JIRA team and program tech lead with Change management review dashboards.
- Worked as team JIRA administrator providing access, working assigned tickets, and teaming with project developers to test product requirements/bugs/new improvements.

PROJECT 3:

Client	:	Scania
Duration	:	Sep 2015 – Oct 2016.
Role	:	JIRA Administrator.
Atlassian Tools	:	JIRA and Confluence.

Roles and Responsibilities:

- Working on JIRA Agile projects like Creating Scrum/Kanban boards, configured columns, Filters and Reports for Sprints.
- Worked on JIRA Service Desk workflows, which includes project workflows, screen schemes and permission schemes.
- Up gradation and Migration of JIRA.
- Created/Managed Users and Groups in Jira.
- Installed and managed plugins for Jira and confluence in production environment and Installed and Managed JIRA Add-ons.
- Worked with JIRA Service Desk to set up service desk, Create Service desk request types, and make queues for service desk teams.
- Setup Jira "Timesheet Report" plugin, to help users for time tracking on their dashboards using a JQL or by configuring manually.
- Worked on JQL (Jira Query Language) filters, Dashboards, Gadgets for users.
- Monitor Jira logs when performing migrations, troubleshooting users'/system issues.
- JIRA customization - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes
- Backup and Restore procedures
- Creating project for testing team based on Zephyr plug-in.