##### N. KARTHICKRAJA

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**Experience Summary**

* 2.9 years of IT experience in Application Support**, DevOps tools Support** for distributed applications and Cloud Infrastructure.
* Installation and Setup of JIRA/Confluence onPrem and on Cloud based Infrastructure using **JCMA** ( JIRA Cloud Migration Assistance ).
* Experience in **JIRA Migration** - Server to Data Centre, Data Centre to Server, Server to Server and Server to Cloud.
* Experienced in **JIRA Customization with Workflow** & Permissions Schemes, User or Group access controls, Notifications, Screens, Fields, Issue types and various other **scheme settings and Jira Agile Boards**.
* Extensive work experience on Troubleshooting, Problem Solving, **defect triaging**, **defect tracking and reporting.**
* Have Good knowledge on external plugins like – **EazyBi** and **Time tracking**.
* Holding good experience in **IVR**, **Routing**, Apache Kafka, Google Cloud- **Dialogflow CX**, **AWS Cloud Computing** (Lambda, S3, Dynamo DB, Cloud formation) and **Genesys Cloud**.

**Professional Experience**

* Working as Software Engineer – Jira Admin from **Aug’18 to till Date** in **Gad-A-Get Computers**, Chennai.

**Technical Skills**

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| **Version Control Tools** | JIRA, GitHub, GitLab, SVN |
| **Scripting and Programming** | Shell, Basics of Yaml, Angular JS, JavaScript, Python and JAVA |
| **Build and Automation Tools** | Maven and Jenkins |
| **Other Tools** | GitHub, Jira Software and Confluence |
| **Database** | MS-Access, Oracle, MySQL |
| **IDE for Java** | Eclipse 4.7.3, Net Beans 8.2, RAD 8.5 |
| **Operating Systems** | Windows, Linux and Mac |

**Industry Certifications**

* Certified in **Microsoft Azure Fundamentals.**
* Certified in **AWS Solution Architect Associate.**
* Certified in **AWS SysOps Administrator Associate.**

**Technical Courses**

* Competed course in **JAVA & C Programming** at IICT Training Institute, Chennai.
* Completed course in **Jira Software**  in Udemy.

**Projects details**

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| **Role** | **JIRA Admin for a Large Health Care Client** |
| **Duration** | Sept’18 -Till Date |
| Project Description | * Create projects based on client requirement with different workflow functions. * System to track Sales and Services processes to deliver optimized workflows |
| **Responsibility** | * As a Jira Admin - Installation and configuration for JIRA and Confluence * Maintain multiple JIRA and Confluence environments as per Atlassian best practices * Migrated Jira project & Confluence space from server to Atlassian Jira cloud. * Migrated Jira project & Confluence space from cloud to cloud (Atlassian Jira cloud) * Creating eazyBI (SLA AVG, Cumulative, Work log AVG Sprint Trends) * Migrated Jira & Confluence server to server. * Installation/ upgradation of Jira, Confluence application and MYSQL. * Updating Jira, Confluence application license. * Analyzing and resolving issue related to the JIRA, Confluence application, * Installation of plugins & testing, customizing Jira project, custom filed, permission scheme, creating workflow rule and notification scheme. * User, license management, Jira application maintenance. * Coordination with Vendor to resolve any bug/issue for third party application * Creating application link & integrating Jira with other Atlassian tools and third party applications. * Analyzing and resolving issue related to the JIRA, Confluence application, |

**Electronic Arts**

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| **Project** | JIRA Support |
| **Client** | Electronic Arts |
| **Duration** | May’18 – June’18 |
| **Role** | JIRA Support Engineer   * Analysing and reporting upon JIRA usage and activity. * Providing Training to project teams on JIRA usage * Define defect Life cycle in JIRA for Projects * Managing and checking the overall server health and functionality. * L1 and L2 Support * Automating the JIRA instance availability |
| **Technology** | Java 1.8, HTML, CSS, GitHub, Jira Software, Confluence, JAVA SCRIPT, JSP, , SQL, |

**Educational Qualification**

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| **Exam/Degree** | **University/Board** | **Institute/College** | **Month & Year** | **CGPA/Marks (%)** |
| MBA  (System Management) | Alagappa University | Alagappa Institute of Management, Karaikudi. | Pursuing  From Jan’21 |  |
| B.E.  (Mechanical) | Anna University | Jeppiaar SRR Engineering College, Chennai. | May, 2017 | 7.67  (Ist Class) |
| Higher Secondary | TN State Board | Arunodhaya HSC School,  Pattukkottai. | March, 2013 | 85.75 |
| SSLC | Matriculation | Kalaimagal Matric. HSC School, Pattukkottai. | March, 2011 | 78.2 |