**Pradeep Vulli as Atlassian JIRA/Tools Admin** [**pradvul99@gmail.com**](mailto:pradvul99@gmail.com)  
  
 **A Seasoned Atlassian Tools (Jira, Confluence, Agile, ServiceDesk, Bitbucket& Bamboo) Administrator**

* 9+ years of IT Tool Development/Administration/Management experience, which includes 5+ years of experience in Atlassian Tools (Jira, Agile, Confluence,Service Desk, Stash/BitBucket, Bamboo,On-Premand/Cloud versions and the Jira/BitBucket Data Centers).
* Key Atlassian Plugins such asPagerDuty,Portfolio, Tempo, Structure, Auditor, Configuration Manager, MiscWorksflows, Suite Utilities, Toolkit, Workflow Toolbox, Automation, SFDC, Script Runner,EazyBi Reports,CustomFields Usage, Gliffyetc.
* LDAP/Active Directory/Crowd User Directory Management in Atlassian Tools.
* SCM (ClearCase,Github,VSS); Defect Tracking (ClearQuest); System & DB Admin (Linux, Windows, Oracle, MySQL);Apache/Tomcat Servers.
* Nagios/VisualVM Monitoring; Tools (Perl, Shell/VBScript, JavaScript/JQuery, Groovy, Java, C++).
* Build-CI (Jenkins/Maven)
* Jira REST API/Jira SDK/Plugins.

**Experience:  
Atlassian Jira Administrator – AMD, Austin, TX  
(Jan 2018 – Till Now)**

* Worked as a Jira/Confluence Administrator and handled the daily Atlassian Tool support (Jira/Jira Service Desk/Confluence) with a primary focus on the workflow enhancements and customizations. Mentored the Junior Jira Administrators.
* Revamped the AD/LDAP Integration for both Jira/Confluence applications.
* Setup the Cisco VMS team’s Jira Service Desk (started from the scratch with the requirement gathering phase until the post-rollout-support phase).
* Do the Day-to-day Jira Administration & Development tasks such as writing API tools to integrate ServiceNow and Jira
* Integrating PagerDuty with Jira.
* Configuring the JETI (Jira Email This Issue) plugin from the scratch for the Cloud version.
* Setting up the SD level Automation rules as well the Project level Automation rules (from the Automation for Jira Plugin), to name a few.
* Administered Confluence and Service Desk along with Jira.
* Migrated the Cloud instances to the On-Prem instances successfully. Documented all run-book migration steps for future reference

**Atlassian Jira Administrator – Infosys, Hyderabad, India  
(Oct 2015 –Dec 2017)**

* Performed all Jira Administrative related tasks including the workflow enhancements, writing groovy scripts, and managing the Prod/Dev/Staging environments.Upgraded Jira and Confluence application from 6.1.x to 6.4.x and from 5.5.x to 5.8.x respectively.
* Implemented Data Center solution for all three applications – Jira/Confluence/Bitbucket.
* Revamped the LDAP Groups/Roles Privileges from the scratch in both Jira/Confluenc.
* Administered Confluence and Service Desk along with Jira.
* Migrated the Cloud instances to the On-Prem instances successfully.
* Day-to-day maintenance/management/support of all Atlassian Servers (prod, staging and dev), Plugins, Jira Projects/Workflows customizations, Confluence Spaces (copying and migrating the older wikies such as Media wiki in to the Corp Instance), Atlassian Application links, LDAP User Directories to name a few.
* Rolled out a very recent stand-alone Jira Service Desk to Production (after successfully tested it in the staging environment) to replace our half of our Corp Service-Now IT Support ticketing system.
* Successfully implemented the Jira-Okta Integration in the staging environment.
* Managed both Atlassian Cloud and On-Prem Jira/Bitbucket instances and setup/configured/customized the Service Desk from the scratch.
* Always curious and enthusiastic in trying out new things such as Confluence Clustering (Production),Jira Data Center (Staging) & Service Desk (Staging); Thoroughly Results & Customer oriented thinking.

**Jira Consultant – Liquid Hub ,Hyderabad, India  
(Mar 2013 – Sep 2015)**

* Administered the whole suite of Atlassian suite of tools with a prime focus on Jira/Confluence/Stash applications with setting up the staging/dev environments, doing the installations/upgrades, doing the workflow managements on a daily basis, plugin-management, writing the customized Groovy scripts and REST API tools as and when required
* Upgraded Jira and Confluence application from 6.1.x to 6.4.x and from 5.5.x to 5.8.x respectively.
* Prepared the User Training Material and Cheat Sheets on the basic and advanced usage of Jira and Confluence applications
* Administered couple of Cloud instances of Jira and Confluence with a major focus on project and workflow management
* Written Jira API Tools to auto-move Service Desk tickets of one issue type to a Jira project of another issue type and to extract the list of Jira users with the respective Jira Groups and Project
* Rolled out Service Desk from the scratch (POC on a staging server and production roll-out)
* Done the day-to-day Jira/Confluence desktop support by working on the daily Jira tickets.
* Introduced a few Jira plugins such as Automation plugin, Jira Auditor etc to the team.
* Handled the GUI support of Fields, Screens, Workflows, Schemes, Permissions, Email Handlers, Plugins& LDAP UserDirectory management.
* Managed and maintained all Production and Staging/Dev/Sandbox servers for both applications and working closely with Sys, N/W and DB administrators to make sure that all systems are healthy all the time and maintaining the system and application level backups, VCS Fail-over and disaster recovery

**Siebel Administrator – IBM, Pune, India  
(Nov 2010 – Mar 2013)**

* Analyzing business requirements
* SRF Migration/replacement and Repository Migration (Export , Import and DDL Synch)
* Monitoring/ Recycling of Siebel servers , Web Servers, Report Server
* Setup Siebel CTI integration
* Siebel Servers/Component Troubleshooting and providing the RCA document incase of failure
* Enabling/disabling/creation of the components, RCR creation and workflow policy stuck issues etc.
* Setup alerts and SMS through IBM Tivoli monitoring tool/IBM Siebel Tivoli Agent
* Provided Circle level access to New users for SQL reports
* New Developer Setup and DB Extract and Initialization for local Developers
* Automation of Daily Health check for Application, SRF and Repository Migration
* Monitoring the whole enterprise environment through various shell script/vmstat/topas
* Profile configuration changes – adding subsystems
* Migrated some production AOM servers to different Data Center
* Upgrade oracle clients in order to minimize object manager crashes
* Backup Management to ensure weekly DB and Repository backup
* Follows proper change management, incident management and problem management, SARM process.
* Conform to log archive/ Purging policy
* Direct Interaction with Clients in CAB meeting
* Raise any SR with Oracle for issues into production and follow up to competition for product and deployment related fixes

**Siebel Administrator– Accenture, Pune, India  
(March 2008 – Oct 2010)**

* Responsible for setting up various environments Dev, Stage, Training, Test and Production.
* Installed and configured Gateway, Enterprise, Siebel and Web servers.
* Performed upgrade process from Siebel 7.8 to Siebel 8.0.0.6
* Administered Enterprise, server, component groups, components and parameters
* Responsible for management of LOV’s, Responsibilities spreadsheets, and administration of data such as LOV’s, Responsibilities, Views, System preferences.
* Migrated repository to various environments including db schema synchronization.
* Extensive experience in backing up the repositories.
* Created Siebel silent packager for deploying to the remote users to install and configure the whole environmental setup.
* Responsible in creating upgrade kit builder to distribute latest srf’s, patches, custom files, DB schema.
* Co-ordinate with DBA for DB restore, backups and db tuning.
* Responsible for setting up Siebel with local db on laptops for disconnected (remote) application testing.
* Experienced in masking the confidential data when prod db restores in to target environments.
* Experienced in working with oracle support team in fixing server r and remote related issues.
* Managed various domain accounts, Employee records, Positions, Responsibilities.
* Running daily full compiles on Dev and make the environment up and running with latest SRF
* Responsible in providing all the required information for Oracle Code and configuration reviews.
* Worked on Mobile Client administration & performance tuning of Siebel Application.

**Education:**

* **Bachelors Of Computer Science,** Osmania University, India (2005)