**Manik Raaj**

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**Jira Admin/Developer**

**Professional Summary:**

* **8+** Years of IT industry Experience in **JIRA Admin, Linux Administration**, with Software Configuration Management, **Change** **Management**, **build automation, Release Management** and DevOps experience in large and small software development organizations.
* SME in Atlassian Tools: Administer and customize of **JIRA, Agile, Crucible/Fisheye, Confluence, Service Desk, Crowd, Bamboo, Bitbucket** (Stash) as per enterprise project and user’s requirements.
* Specialized in **CM tools like SVN, ClearCase, GIT, Bamboo, Jenkins, Maven**, build and deploy packages to multi environments.
* Experience installing and configuring **ConnectALL** Add-on which syncs entities from HP ALM to JIRA and vice versa.
* Efficient in examine companies in the **Content Collaboration** Platforms, Content Services Platforms and Digital Experience Platforms spaces
* Extensively worked with application infrastructure **architects** to establish the physical environments to effectively perform the software **builds** and **deployments** with an emphasis on quality, integrity, and security
* Experienced in using **Atlassian** products (JIRA, Confluence, Bamboo, Fisheye)
* Experienced in customizing Atlassian products by developing various plugins, event listeners and scripts in **JAVA**, **JavaScript**, **Groovy script, Jelly Script** and **JQL**
* Good understanding on integrating JIRA with other products such as **Sales Force, Share Point, Microsoft office** connector.
* Worked on **Portfolio plugin** to create the roadmap using the initiatives such as Organizing existing Jira Software projects, Configure Portfolio for Jira, Creating Plan.
* Worked on **Structure plugin** which allows to visualize complex relationships between linked issues
* Expertise on all aspects of **chef server, workstations, Nodes**, chef clients and various components like, push jobs, super market etc.
* Extensively worked on **Vagrant &Docker** based container deployments to create environments for dev teams and delivery for releases.
* Worked on **Zephyr** for JIRA adding-on application with JIRA, for highly sophisticated test management capabilities inside JIRA.
* Knowledge on various Docker components like **Docker** **Engine**, **Hub**, **Machine**, **Compose** and **Docker** Registry.
* Ability to build Maintained **Jenkins** masters with over 80+ jobs for over 10+ different applications supported Several Quarterly and project releases in parallel.
* Proficient with **Agile Methodology**, Software Quality Assurance Process**, ISO 9000**&CMM processes and quality standards.

**Education:**

* Bachelors from Osmania University, Hyderabad, India

**Technical Skills:**

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| **Administrative Level:** | **JIRA 7.2, Confluence, Green hopper, Portfolio, Bonfire, RAID, Product Studio** |
| **Atlassian products:** | **Hip chat, Service Desk, Crowd, Fisheye, Crucible, Bamboo, SVN, GIT** |
| **Database& OS:** | **MySQL, Oracle, SQL Server, Windows XP, 7, 8, UNIX, MAC, MS DOS, UNIX, HP-UX, Red hat and Cassandra.** |
| **Build& Environments:** | **Apache Ant, Maven, Gradle, Visual Build, MS Build, Agile, scrum, waterfall Apache & Tomcat** |
| **Additional Software:** | **Jenkins/Hudson, Anthill Pro, Cruise Control, Build Forge, Nexus, Cucumber, Xunit, Web Driver** |
| **Version Control Tools** | **SVN, CVS, IBM Clear Case, Bitbucket, GIT** |
| **Scripting Languages** | **Python, BASH, Shell, Groovy.** |
| **Network Protocols** | **SMTP, SNMP, ICMP, TCP/IP, FTP, TELNET, UDP, iSCSI, Fiber Channel** |
| **Monitoring Tools:** | **Elastic search-Log stash-Kibana (ELK), Graphite, Cloud Watch, Cloud-trail** |

**Professional Summary:**

**Client: Ciox Health, Alpharetta, GA Feb 2018 – Till Date**

**Role: Atlassian - JIRA Consultant**

**Responsibilities:**

* Implement agile workflows through JIRA.
* Perform a variety of JIRA related administrative and development support.
* Managed assist in diagnosing errors and breakdowns in the development.
* Developing custom dashboards using various filter types in JIRA.
* Developing Confluence pages and integrate JIRA projects with Confluence pages.
* Experience in performing Atlassian installations, migrations, and plugin installation.
* Troubleshooting and fixing errors common to JIRA Applications and Application servers.
* Designing, building and maintaining efficient, reusable and reliable workflows.
* Responsible for Creating complex custom JIRA project workflows by using plugins with the conditions Validators, Post functions, set field config schemes, screen schemes, permission schemes and notification schemes.
* Responsible for Gather requirements for business processes and determine ways to optimize/improve JIRA setup and workflows, as well as identify where functionality can/cannot meet user requests.
* Managed architect creative solutions to complex problems validate the business requirement with the stake holders and provide the optimal IT solution using JIRA.
* Integrated Complex scripts and re- usability of workflows with the help of Power Script Plugin.
* Develop metrics dashboard and advance filters in JIRA to provide end users and business leadership with meaningful operational performance metric and status report.

**Client: Ten-X, Irvine, CA Nov 2015 – Dec 2017**

**Role: Atlassian - JIRA Consultant**

**Responsibilities:**

* Created a **JIRA** workflow and apply the **condition**, **validators** and **post**-**function** in the **transition** to represent the business requirement process.
* Responsible for all production related **changes/builds/deployments**. Created **SVN** branches for future parallel releases.
* Responsible for supporting **Project** **Administration**, **Agile** **Board** Configuration and User Management
* Resolved issues as they arise with JIRA Projects and **Confluence** in coordination with **JIRA** hosting partner team.
* Managed **JIRA templates**, workflows, and other **functionality** in support of **departmental** customers.
* Created and managed JIRA templates and complex **JIRA** workflows including project workflows, **screen schemes**, permission scheme and notification schemes.
* Provided support for creating Jobs, Configuration of **Jenkins** to trigger **auto** **deployment**
* Assessed organizational structures within portfolio tool. Making recommendations for modifications; implement approved changes.
* Migrated all build jobs from **Hudson** to **Jenkins**/**Bamboo**.
* Technical competencies in third party product integration into **JIRA** **7.2**.
* Implemented and managed, as **Configuration Manager**, builds and source code branching as well as QC and integration testing environments.
* Installed **Structure plugin** which allows to visualize complex relationships between linked issues.
* Used the continuous integration tool **Hudson** to **automate** the daily processes.
* Creating JIRA and **Confluence** user guide, **admin** **guide**, **workflows**, screens and other administrative activities.
* Installed JIRA Behavior plugin, which simply defines how field behaves with the issue in the project.
* Worked on JIRA project configuration and customization using Issue Schemes, **Workflow** Schemes, **Field** **Configuration** Schemes, **Screen** Schemes, **Permission** Schemes, **Notification** Schemes
* Administrated and managed Atlassian tool suites, (**installation**, **deployment**, **configuration**, **migration**, **upgrade**, **patching**, **provisioning**, **server** management etc.)
* Supported the Midstream IT Portfolio Manager by working with **Agile** coaches from **CA** **Agile**
* Customized migrated **JIRA** projects as requested by users, including optimizing workflows, creating custom calculated fields to support reporting needs, and managing real world **XRAY**/**JIRA** reporting gadgets/widgets.
* Rollout a Service Desk from the scratch and integrated with other tools using **Atlassian** **SDK**.
* Configured **Bamboo** for **Continuous** **Integration** by setting up automatic polling of repository for new code changes and automating builds based on it.
* Setup **Deployment** projects in **Bamboo** and created various environments like Integration (**automatic** **deployment**) and **QA**/**Production** (single click deployment)
* Installed and setup the crowd for centralized identity management which enables users to login once and give access to multiple applications.
* Experience in using Build **Automation** tools and Continuous **Integration** concepts by using tools like ANT, Jenkins and Maven.
* Extensive experience in setting up baselines, branching, merging, periodic backups of the source code and **automation** processes using **shell** and **Perl** scripts.
* Performed system **builds,** automation, **SDLC** and task management tools
* Integrated Fisheye with **JIRA** and bamboo for the tracking of the issue and continuous integration.
* Customized Atlassian JIRA 7.2 and **Atlassian** **Confluence** 5.5.6 by developing various **plugins**, event listeners and scripts in Java, **JavaScript**, **Groovy** **Script**, **Jelly** **Script** and **JSON**.
* Installed software, patching, upgrading and maintenance of operating system
* Atlassian products JIRA Customization with **Workflow** Schemes, workflows, **Permissions**, User/Group access controls, Notifications, Screens, Fields, Issue types, various other scheme settings, post functions/validators with workflow transitions, custom configurations with add-ons/plug-in's and even more customizations with JIRA code and **REST** **API**
* Managed **JIRA** users and Created workflows, Issue types, fields in production

**Environment**: JIRA, Confluence, GIT, Jenkins, REST API, Linux, J2EE, SQL Server, Windows/NT, Bugzilla, Confluence, Bamboo, Stash/Bit bucket, MYSQL, Portfolio, GIT.CSV, Microsoft Office.

**Client: XPO Logistics, Chicago, IL May 2014 –Nov 2015**

**Role: Atlassian/JIRA Admin**

**Responsibilities:**

* Rose up gradation issues with **Jira** **support** team and followed on the workaround as per the **bug** **fixes** resolutions.
* Experience in **SVN**, **Jira,** and **Jenkins**. Responsible for creating the project space in confluence.
* Responsible of being a reporter for each of the issue opened in **JIRA**. Migrated **DBA**, **Development** and **Testing** teams from **Version** **One** to JIRA.
* Set up and configured **Git** **repositories** for **Git** **Hub** on **Linux** server/**windows** desktop and used Git commands to initialize/update repositories
* Experienced in migration of confluence workspaces to new datacenter also in confluence upgrading
* Created Project and **Assign** appropriate **permissions** and Roles to users and group. Customized Complete Workflow including conditions, **validations**, post functions
* Created new customized issue type in **Jira** for tracking custom requests in Jira
* Created custom fields and set those up for particular projects under Jira
* Ensure JIRA capture add-on and configure JIRA capture tool for exploratory **testing**, easy **creation** of issue with browser extension by pre-filling **templates**.
* Responsible for the design, development, and delivery of new **collaboration** technologies while staying within budget
* Experience in **writing/building/integrating** custom modules for JIRA/Confluence
* Created Atlassian add-on, a plugin, using the **Atlassian** Plugin **SDK**.
* Integrate JIRA projects with Confluence Pages and **construct** **Confluence** pages.
* Up gradation and Migration of **JIRA**, **Stash**/ **Bit** bucket, **Bamboo**. Created/Managed **Users** and **Groups** in Jira.
* Create comprehensive JIRA workflows including project workflows, **screen** schemes, **permission** schemes, **notification** schemes etc.
* Managing and **Administering** the **Subversion**, **GIT** source code repositories.
* Integrated Confluence Fisheye, **CVS** with **Jira**. Importing issues from CSV into Jira. Published **Jira gadgets** and **dashboards** on **confluence** page.
* JIRA **installation, setup, configuration, customization and upgrade**. Recommending best practices for JIRA and Green Hopper.
* Interact with **project** managers, product managers to make sure that stories and other **project** **deliverables** to the platform team are of **sufficient** quality and provided in a **timely** **manner**.

**Environment**: JIRA, Confluence, Bamboo, Stash/Bit bucket, MYSQL, Portfolio, Docker, Microsoft Office, Web logic, AWS (Amazon web services), GIT, Linux, SVN, ANT, Maven, Java, VMware, MYSQL

**Client: Dr. Pepper Snapple Group, Plano, TX October 2013 – April 2014**

**Role: Developer/Admin**

**Responsibilities:**

* Managed **JIRA /Confluence** Global Administration team.
* Installed **JIRA Behavior plugin**, which simply defines how field behaves with the issue in the project.
* Migrate existing systems to new central system. Provide first level support of any issues encountered on the system
* Created build and deployment jobs in Jenkins for various components. Used **Jenkins** as a build tool to create build packages.
* Configured fields, screens and associate appropriate schemes with projects
* Used **Java** **build**/**automaton** tools such as Ant.
* Experience in providing **Day-to-day** support to Jira Users
* Setup Continuous Integration environment using **Jira, Bamboo, Bitbucket** and **ant** script
* Created custom plugins & setup the plugin development environment by installing **SDK** and **maven** plugin **development** project
* Performed an In-house Jira plug-in development using the **Atlassian** **SDK** and **Rest** **API**
* Automated the manual piece of deployment which saved one hour of time. Coordinated with variety of teams like **DBA**, development and build team for a successful code promotion.
* Strong experience with **SCM** methodology, best practices, process improvement, and toolsets.
* Responsible for maintaining integrity of all builds and environments.
* Performed code freeze on the **development** **branches** and informed the **development** **teams** to **merge** in the changes to integration branch before the scheduled date of staging.
* Created development and **integration** **Branches** after a major release for **various** development teams.

**Environment**: JIRA, Confluence, Web logic, AWS (Amazon web services), GIT, Linux, SVN, ANT, Maven, Java, VMware, MYSQL, Build, TFS, GIT, Jenkins, Bash, Ant, Perl, JIRA

**Client: Cognizant Technology Services, Hyderabad, India Mar 2011 – July 2013**

**Role: Linux Systems Administrator**

**Responsibilities:**

* Assisted the senior **UNIX/Linux** administrators to resolve L2 tickets. Managed problem tickets and service request queues, responding to monitoring alerts, execution of change controls, routine & preventative maintenance, performance tuning and emergency troubleshooting & incident support.
* Day–to-day administration on **Sun Solaris 9/10, RHEL 4/5** which includes Installation, upgrade & loading patch management & packages.
* Managed the **ESXi** servers using the **vSphere** client and **vCenter** for managing the multiple **ESXi** hosts. Built **RedHat Linux** servers in **VMware ESXi** through **vSphere** client.
* Experience using **Kickstart** and modified **Kickstart** based on server profiles and hardware specifications and performed **Kickstart/PXE** installations of **RHEL 5**.
* Day to day problem handling like related to **File Systems, Disk, Memory, CPU, Network** etc., user administration, adding and removing user accounts, changing user attributes.
* Applied patches every quarter regularly to meet audit requirements using internal **YUM** repositories, and **RPM** utility.
* Installed, tuned and updated **kernel** on **RHEL 5**, created and modified swap files and added swap logical volumes to improve performance.
* Administered Linux servers for several functions including managing **WebSphere**, **Apache/Tomcat server**, mail server, **Oracle/MySQL** databases, **SVN**, build and firewalls in both development and production.
* Configured, Managed and Scheduled **CRONTABs** for App Accounts and Backup management on a regular basis.
* Monitored infrastructure consisting of **Nagios** server with internal GUI tool as web interface for configuration and display of performance data.
* Managed various file systems using **LVM** and also configured file systems through network using **NFS, NAS, SAN** methodologies and installed **RAID** devices.
* Setup networking services and protocols including **NFS, SSH, DHCP, TCP/IP** to insure optimal networking, application.
* Test and install various patches (Fix Packs) on the servers to solve the problems encountered by the applications running on the servers.

**Environment**: Sun Solaris 9/10, RHEL 4/5, LVM, Apache, Tomcat. Oracle 10g, MySQL, SVN, VMware, IBM WebSphere