**Sidharth Rayaprolu  
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* 5 years of experience in IT Industry as a **programmer Analyst** for **Jira Admin** with Atlassian Tool suites like JIRA, Green Hopper, Confluence, Crowd, Stash, and Fisheye for Agile development in the organization JIRA strategy & Migrations and up grading versions, patching, maintaining JIRA processes, completing JIRA backups, selecting plug-ins and isolated development and built assurance environments to JIRA Configurations and managing licenses and Confluence.
* Deft in application development, with Actively participated in Internal and external System Study and analyzing user requirements gathering, analyzing and designing of the system through wire frames and design document, testing, Code Reviews, Implementation and System Support of software/ web applications.
* Implemented documentation and reporting bugs, errors, interoperability flaws and other issues within proprietary software applications developed as per Business partner’s global user base.
* Excel in creating test plans and writing/running automated test scripts to pinpoint software defects, track bugs, close open defects and validate functionality. Serve as a value-adding member of QA teams
* Creating Customized Reports in JIRA using Zephyr, Eazy BI plug-in, configured columns, JQL Filters, configured them to gadgets and Dashboard Reports for Agile Scrum/Kanban Sprints and issue resolution with development/engineers and business stakeholders with active involvement in daily meetings.
* Migrated applications within Jira software Instance and Jira Cloud Instance configuring to Databases (MySQL and MSSQL server by Jira Complex Workflows, Script runner, JQL filters Workflow Schemes, custom fields Configuration, Screen Schemes, Permission Schemes, Notification Scheme, Permission Scheme, Screens schemes Issue Type Schemes and User management.
* Effectively work with all client teams to ensure operations standards are being followed through regular check-ins and reviews of incident execution.
* Establish and maintain, application server, providing User Management and support for JIRA users, manage system access across groups to ensure compliance, and maintain best practices.
* Knowledge on using Web Hook integration, Jira Rest API’S and CLI’S for integration with other tools such as Confluence, TFS, Git and automating processes through (Amazon Web Services & CI/CD).
* Administrative experience with Cloud server environments such as AWS, Google Cloud, Azure, and/or Open stack.
* Experience with provisioning configuration management, and containerization solutions such as Chef, Puppet, Ansible, Docker.
* Experience with monitoring and troubleshooting a highly available platform of software deployment, versioning and release management processes with and supporting software development and production server environments with documenting procedures.
* Experience in Trouble Shooting and avoiding errors and capturing information when they do occur.
* Good team player and communicator with interpersonal and presentation skills & excellent work ethics, self-motivated, quick learner, willing to learn, adapt new technologies.

**Technical Skills:**

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| **Web Technologies** | JavaScript, Jquery, Web Responsive design, Ajax, Xml and Json. |
| **DB & RI services** | MySQL and SQL Server 2012 less, SharePoint BI (SSAS, SSIS & SSRS) and Eazy BI. |
| **Migrations Tools** | Atlassian Jira/Confluence version from 6.x to 7.x/5.x to 6.x. |
| **App Model Add-on’s** | Share Point, Tempo, Zephyr and Portfolio’s, planner and Budget folio. |
| **Script &Languages** | Java core, Jscript, ASP.NET, C#, SQL, Bash, Shell scripting. |
| **Application Lifecycle Management Tools** | MS Office Suite & 365, Atlassian tool suite, Cloud services, Jama, Service Now, Nagios, TFS, Azure, SharePoint, LDAP, Open Stack (AWS), Windows Server. |
| **Processes Management** | Incident, Disaster recovery, Change, Event, Configuration, Process, Asset, Memory (JVM), CI & CD Dev tools and Software Configuration Management (SCM). |
| **Workflows** | Jira Workflow Scheme, Configuration Scheme, Share Point Web forms and Info path. |
| **Web Services** | Web Hooks, Web API’s, WCF, Restful and SOAP. |
| **Operating Systems** | Linux, Unix, MS Windows. |

**Professional Experience**

**State Farm Insurance Bloomington, IL**

**Technical Analyst Apr 15 – Till Date**

**Responsibilities:**

* Currently working as Atlassian Systems Administrator handling JIRA, Confluence and JIRA Agile.
* Supporting complex Atlassian environments and have experience with integrating Atlassian tools with other internal & external systems at State Farm Insurance.
* Served as Lead Technical resources for Jira Migration and other projects provided 24\*7 support for Business partners.
* Setup configuration for JIRA projects, built custom workflows, created additional screens, created new custom fields, created/modified permission schemes to meet the security policy and other administrative tasks such as creation/modifying notifications schemes, roles
* Initiated user training and on boarded new teams (mainly teams that are interested to use Jira who were using remedy earlier)
* Monitor the Jira hosted servers and responded quickly to issues in case of application is down and update Appmon tickets in such cases.
* Assisted with integrations between the Atlassian tools such as crucible, Fisheye and External systems such as CSP (Customer service portal) systems.
* Monitored the logs in case of improper functionality of Jira/confluence for exceptions and Apply the changes on Jira as per Atlassian KB (considering the type of exception)
* Installed and managed Plugins for Jira in production environment such as JEMH, Script Runner, Outlook integration for JIRA, JQL Tricks, CCC Last Comment, REST API Browser, Jira Suite Utilities and other.
* Plug­in management for Atlassian Applications JIRA and Confluence Work with multiple teams and address their issues (Finance, Sales, Development Teams, mainly Chip Design Teams)
* Implemented new JIRA workflows for the QA teams and worked on Splitting JIRA servers (project configurations and issues) Handled User/Group Administration, configured LDAP directory with Jira.
* Performed end to end standalone Jira Migration (Consolidated 5 Jira servers into 1) Split Jira server as per management's requirement.
* Migrate Jira Filters, Dashboards, User Groups and Global Entities such as status, Resolutions, Issue Types, Priorities, Issue Link types, Event types.
* Migrate Workflows, Workflow Schemes, Screens and Screen Schemes, Issue type Screen Schemes, Custom Fields, Field Configurations, Notification Schemes and Permission Scheme performed CSV import to migrate remedy issues to Jira.
* Worked on Setup JIRA for Help Desk Tickets/Test case management.
* Worked on JIRA Agile (formerly known as Green hopper) Best Practices. Helped users to set up Agile Boards (Scrum and Kanban) Integrated JIRA with Confluence, Fisheye and Crucible via Application links.
* Provided information, work around, other incoming questions and inquiries related to JIRA/Confluence applications.
* Prepared projects, dashboards, filters, reports and questions for all JIRA related services Added validators, post functions, conditions to workflow transitions.
* Conducted analysis and evaluation of existing systems to upgrade latest version when there is high increase of issue count and continuous user sessions.
* Restricted certain group of users on create issue transitions by adding permission validators. Added permission validators on other transitions when required.
* Helped users to setup confluence spaces and restrict the pages create confluence templates for users.

**Urban Science, Detroit, MI**

**Jira Administrator Oct 14 – Mar 15**

**Responsibilities:**

* Setup configuration for JIRA projects, built custom workflows, created additional screens, created new custom fields, created/modified permission schemes to meet the security policy and other administrative tasks such as creation/modifying notifications schemes, roles.
* Plug­in, Script runner, JQL query management for Atlassian Applications JIRA and Confluence work with multiple teams and address their issues (Finance, Sales, Development Teams, mainly Chip Design Teams, Asset management, Time tracking (Tempo) Zephyr and Portfolio’s).
* Monitored the logs in case of improper functionality of Jira/confluence for exceptions and Apply the changes on Jira as per Atlassian KB (considering the type of exception)
* Provided 24\*7 supports for users effectively work with all client teams to ensure operations standards are being followed through regular check-ins and reviews of incident execution.
* Experience with defining and creating usable and customer friendly, intuitive interfaces with the Atlassian suite in a fast paced evolving environment.
* Assisting teams with configuring their auto-deployment schedules in the ticketing tool as per Change Management process, and resolving any technical issues related to auto deployment failures.
* Worked very closely with Incident Management team to synchronize the Incident Paging hierarchy information between ticketing tool and Incident notification system for all new and legacy work groups across the organization as per new organization structure and naming convention of work groups.
* Attended Technical Assistance Bridge and Major Incident calls for any high priority issues and worked collaboratively with other teams for their resolution and configured mailbox readers for Auto Incident creation
* Resolved various issues like Change auto-deployment failures, Workflow issues, Performance issues, JVM and CPU utilization issues, Paging failures and performed its Root Cause Analysis (RCA) for logging progress over Problem records assigned to my team.
* Create GIT repository as per the user's request. Documented and reported the statuses of Deployment to Project Team and Management.
* Effectively work with all client teams to ensure operations standards are being followed through regular check-ins and reviews of incident execution. (Development, UAT, Test and Production) Documented and reported the statuses of Deployment to Project Team and Management.

**Inovalon Health Care Bowie, MD**

**Jira Administrator Apr 14 – Sep 14**

**Responsibilities:**

* Worked as Atlassian Systems Administrator handling JIRA, Confluence and JIRA Agile and Jira Service desk.
* Supporting complex Atlassian environments and have experience with integrating Atlassian tools with other internal & external business partners.
* setup configuration for JIRA projects, built custom workflows, created additional screens, created new custom fields, created/modified permission schemes to meet the security policy and other administrative tasks such as creation/modifying notifications schemes, roles
* Setup Jira Service Desk, design service desk portals as per requirement, Trained users on service desk
* Initiated user training and on boarded new teams (mainly teams that are interested to use Jira who were using remedy earlier)
* Assisted with integrations between the Atlassian tools such as crucible, Fisheye and External systems such as CSP (Customer service portal) systems.
* Monitored the logs in case of improper functionality of Jira/confluence for exceptions and Apply the changes on Jira as per Atlassian KB (considering the type of exception)
* Installed and managed Plugins for Jira in production environment such as JEMH, Script Runner, Outlook integration for JIRA, JQL Tricks, CCC Last Comment, REST API Browser, Jira Suite Utilities and Jama Integrations.
* Consolidated Jira instances (achieved Jira to Jira migration) Performed CSV import to migrate remedies issues to Jira. .
* Build complex workflows with required steps, outgoing transitions. Add appropriate validators, Post Functions and Conditions as per the users’ requirement.
* Setup screens with project specific fields that could help users to create issues with appropriate inputs.
* Migrated projects from Jira cloud to Jira Server, Migration from version one to Jira using CSV import addressed users in creating filters, Dashboards.
* Document required operations such as bulk update, add users into project roles for users.
* Provided information, work around, other incoming questions and inquiries related to JIRA/Confluence applications.
* Conducted analysis and evaluation of existing systems to upgrade latest version when there is high increase of issue count and continuous user sessions.
* Restricted certain group of users on create issue transitions by adding permission validators. Added permission validators on other transitions when required.
* Helped users to setup confluence spaces and restrict the pages and Create confluence templates for users.
* Evaluate third party Plugins integrations for Jira, confluence spaces and restrict the pages and Create confluence templates for users and Backup and restore Jira to sync the test instance with production.

**Nimble Hr Management Hyderabad, India**

**System Analyst Aug 08 – May 10.**

**Responsibilities:**

* Created customized Versions/ Components for all projects, created 26 projects and helped modify 8 other projects already in progress completed a project to establish JIRA tracking for 8 functional areas.
* Associated sub-projects in accordance with the agreed upon JIRA terms and implementation. This included the creation of dashboards for Technical Director, Leadership Team, Project Review Team, and Functional Area Leads and provided documentation of customer JIRA terms, standard practices, and implementation and weekly status reports.
* This work enabled the customer division management and 8 functional areas to better understand work accomplished/planned in accordance with their strategic plan, and more efficiently capture, organize, and prioritize issues/projects towards meeting strategic goals.
* Configuration/Permissions and Notification schemes for all projects with 30 Dashboards for customer leadership and functional areas.

**Certifications**

**HIPAA :** Heath Insurance Portability and Accountability Act**.**

**Education:**

Master’s: **1. MS in Information Assurance, Wilmington University, Newcastle, DE.**

**References:** Upon request.