# Sripal Reddy

# Sr. JIRA Administrator

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| Profile |

Passionate JIRA Administrator with over 8 years’ of experience in the industry and over 4 years’ of experience as a JIRA Administrator. I have managed users, workflow, group and projects in JIRA. I have experience reporting bugs, tracking defects, installing multiple databases as per the requirements all in JIRA. I also have hands on experience creating custom workflows, custom screens and custom fields.

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| Experience |

**Intuitive Surgical Jan 2018 - Present**

**Sunnyvale, CA**

**Sr.Jira Administrator/Developer**

**Roles and Responsibilities:**

* Experienced in performing Atlassian installations, migrations and plugin installation.
* Create complex JIRA workflows including project workflows, **field configurations, screen schemes,** permission schemes and notification schemes.
* Writing **Groovy Scripts** for REST Web services and deployment .
* Used **Groovy scripts** on **Script Runner** plug-in to write custom scripts for jira.
* Creating projects on Jira, **Service Desk** and assign them Scrum and **Kanban boards.**
* Installed and managed plugins.
* Additionally, maintain and administer **Confluence**
* As per project requirements, Created Workflows, Issue type Schemes, Permission Scheme, Screens and Screen Schemes, for multiple projects
* Implemented Standardized Bug Screens and workflows for SDLC which can be implemented to 4 different products (with the help of **conditions, validators & post functions).**
* Created events, email notification schemes and assigned project roles on JIRA
* Bulk imports from external source to-JIRA linking Tasks to Epics and creating Task and sub-tasks.
* Performance tuning on JIRA by deleting inactive workflows**, screens, field configuration** not associated with any project.
* Bulk update issues.
* Created **Confluence** spaces based on user requirement
* Documented and reported the status of **Deployment, to Project Team** and Management.
* Automated and enhanced JIRA workflows, JQL functions, custom fields with Script Runner Add on.
* Installed and configured qTest **for JIRA Test** Management.
* Added **Workflow functionality, scripted Validators, Conditions and Post-Functions.**
* Worked on confluence - **Assigned user personal space and aided in using Confluence.**
* **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.

**ISO NEW ENGLAND**

**Holyoke, MA**

**Sr. JIRA Administrator/Developer March 2016 – Dec 2017**

**Roles and Responsibilities:**

* Installing and configuring Jira on **Linux and Windows**
* Installation of different databases such as MySql, PostgreSQL
* Integrating  Jira with **PostgreSQL Database**
* Installing, configuring and upgrading **Confluence.**
* JIRA development with JAVA and **Groovy scripting**.
* Writing **Groovy Scripts** for REST Web services and deployment.
* **Integrating** confuluence with Jira
* Developing **confluence pages.**
* Develop **Test cases and Test Scripts** using ALM (Application Life Cycle).
* Installed JIRA Behavior plugin, which simply defines how field behaves with the issue in the project.
* Worked on Addon such **as Script Runner, Workflow Extensions**, Better Excel plug-in for Jira, Tempo, JiraCapture, JiraAgile, Service desk, Portfolio and Zephyr, QA symphony.
* Atlassian products JIRACustomization 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-ins and even more customizations with JIRAcode and REST API
* Responsible for maintaining all **Confluence Spaces**
* Creating and managing JIRA projects, workflows, permissions, users, etc.
* Worked on various add-ons in confluence such as **confluence questions, confluence calendars, Gliffy and hip chat**
* Implemented new features in **groovy**programming language as a part of Jenkins continuous delivery.
* Writing **Groovy**Scripts for deployment and REST Services clients.
* Worked on various projects within department and created detailed technical documentation.
* Jira customization - Issue Schemes, **Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes**
* Installing add-ons such as **Zephyr, Jira  agile, Service desk, tempo, portfolio, Arsenale Dataplane .**
* Configure Agile Boards - **Scrum and Kanban**
* Integrating JIRA with **Confluence, Fisheye, bamboo and stash**
* Setup JIRA for Test Case Management, project management and bug tracking
* Notification scheme for **Jira , service desk and Zephyr plug-ins**
* Ability to construct custom **dashboards** using various filter types in JIRA
* Creating and managing users on Crowd2 directory
* Worked on confluence- Assigned user personal space and provided assistance in using Confluence
* Installing and configuring Bit bucket, bamboo on various servers and connecting to the external databases
* Creating, managing and deleting repositories for bit bucket
* Ability to set the permissions for repositories
* worked on adding an SSH key to an accounts and troubleshooting SSH issues
* Ability to Administering HipChat server
* Inviting people to **HipChat**
* Adding and removing users
* Integrating HipChat with Jira, confluence etc
* JIRA  Capture (formerly Bonfire) for JIRA
* Ability to write custom **JQL** (Jira Query Language)

**Environment:** Atlassian Suite ( Jira software, Confluence, crowd2, fish eye, bamboo, stash, add-ons zephyr, issue templates, quick sub tasks, misc workflows, service desk), tomcat, GIT, Java/J2EE, HipChat.

**JIRA Administrator/ Atlassian Tools Administrator**(Off shore- India) **Feb 2013 – July 2014 Southland Technology, Inc.** San Diego, CA

**Roles and Responsibilities:**

* Experience on Setup and configuration of Postgres database, user roles and permissions as a pre-requisite for the setup of Atlassian tools
* Installed Atlassian Tools (JIRA, Confluence, Bamboo, Fisheye, Crucible, Stash) on Linux environments with Postgres database
* Building and Administering the **Jenkins** Continuous Integration servers.
* Maintaining **Git** repos and **Jenkins** for builds.
* Created Custom workflows, custom screens and custom fields on Jira
* Maintain JIRA backups.
* Knowledge of LDAP / Active Directory authentic action.
* Integrate JIRA and Confluence (for User management and Issues/Pages sharing)
* Additionally, maintain and administer Confluence
* Enhance JIRA application to customize as required.
* Created events, email notification schemes and assigned project roles on Jira

**Environment**: JIRA, Java/J2EE Ant, Maven, Tomcat, Jboss, Websphere, weblogic, SVN, Jenkins, shell, bash, perforce, Atlassian Tools (JIRA, Confluence, Bamboo, Fisheye, Crucible), Tomcat Server, ANT

**JIRA Administrator Nov 2011 – Jan 2013**

**Scantron Corporation-** MN,USA , (Off Shore - India)

**Roles and Responsibilities:**

* Used JIRA for issue tracking issues.
* Created custom workflows, screens and Custom fields for Jira
* Setup the email handlers and notification schemes.
* Worked on MYSQL database
* Manually migrated Jira from 4.4 to 5.1 standalone Jira on Linux server
* Enabled attachments plugin manually
* Raised migration issues with Atlassian support team and followed the workaround.
* Raised up gradation issues with Jira support team and followed on the workaround as per the bug fixes resolutions
* Provided on-call support for production issues.
* Handled several projects go-live deployment/upgrade activities
* Involved in Subversion to GIT migration projects.

**Environment:** Subversion, Remedy, Jira, Web Logic, GIT, Jenkins, Maven, Chef, Web Sphere Application Server, Linux, Perl, ANT, Shell, TIBCO, Tomcat

**Jr. Build and Release Engineer**  **Dec2009 - Oct 2011** **Humana,** Louisville, KY (Off Shore - India)

**Roles and Responsibilities:**

* Provided CM and Build support for more than 5 different applications, built and deployed to the production and lower environment.
* Created User manual on using Atlassian Products ( Jira/Confluence) and trained end users project wise
* Troubleshoot any JIRA issues for customer portal in Service desk, Agents, Users and PMs.
* Worked on Apache servers and hosted Jira from Amazon Infrastructure.
* Worked on JIRA for tracking and updating the JIRA tickets.
* Managed environments DEV, QA, UAT and PROD for various releases and designed instance strategies
* Used VMware VSphere, VCenter to create VMs managed these VMs on various ESX hosts.
* Developed build and deployment script using ANT, Shell to Setup development and QA environments
* Created custom dashboards, advance filters and formula based fields.
* Worked on external import tools like CSV, Bugzilla, Pivotal tracker, JSON.

**GI Systems Tech-** India.  **March2008 – Oct2009**

**Linux System Administrator**

**Roles and Responsibilities:**

* Developed and supported the Software Release Management and procedures using agile/scrum.
* Performed all necessary day-to-day **Subversion/CVS** support for different projects.
* Responsible for design and maintenance of the **Subversion/CVS** Repositories, views, and the access control strategies for different parallel development teams
* Worked with code review tools like OpenGrok and indexing tool Lucene
* Used the Python scripts and the Solaris Environment to configure the tools
* Worked on configuring the Routing Rules in the web server
* Configured the JDBC/JMS in the application servers
* Designed and implemented **Subversion and CVS** metadata including elements, labels, attributes, triggers and hyperlinks.

**Education**: Bachelors’ in Computer Science from JNTU University, India.

Masters in Computer Information Assurance from Wilmington University , Delaware . USA 2016