SAI SATISH MASINA

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SUMMARY

Results-driven Systems Administrator with experience in managing IT systems, automating workflows, and ensuring seamless user experience. Proven track record of delivering excellent results in fast-paced environments, with expertise in tools such as Jira, Confluence, JAMF, and Okta. Skilled in cloud platforms, programming languages, and IT management tools, with a strong focus on automation, security, and process improvement. Committed to driving technical excellence and empowering employees through effective systems administration.

TECHNICAL SKILLS

Programming Languages: Java, Python, Groovy, SQL
Cloud Platforms: AWS, Google Workspace, Microsoft Intune
Databases: PostgreSQL, MongoDB, MySQL
IT Management Tools: Jira, Confluence, JAMF, Okta, Zoom
Automation And Deployment: Terraform, CI/CD, Jenkins, GitHub Actions, Docker, Kubernetes
Soft Skills And Methodologies: Agile, Leadership & Team Mentorship, IT Service Management, Documentation & Knowledge Base Creation

EXPERIENCE

Jira System Administrator at RbInfo Solutions *Jan 2024 – Present*

Skills Used: Jira, JSM, Confluence, MySQL, Workflow Automation, APIs

- Administer Jira Data Center and JSM for 1000+ users across IT, engineering, and operations teams.
- Designed advanced Jira workflows for ITSM, asset management, and incident resolution, increasing ticket throughput by 40%.
- Implemented automation using Groovy and Python, reducing manual workload by 30%.
- Developed Jira dashboards and reports to track SLAs and KPIs for leadership visibility.
- Integrated external tools (HR systems, monitoring tools) with Jira via REST APIs for seamless workflows.
- Mentored a team of 4 junior admins, leading training sessions on JSM best practices and troubleshooting.

Technical Assistant at University of Houston - Clear Lake *Jan 2023 – Dec 2023*

Skills Used: Jira, Confluence, Documentation, Training

- Migrated academic workflows and ticketing from email to Jira Service Management, cutting resolution time by 35%.
- Created Confluence spaces and documentation templates to support faculty and IT staff collaboration.
- Provided Jira training and onboarding for 50+ faculty and student users, improving adoption and efficiency.
- Developed custom queries and reporting dashboards for administration, enabling real-time status tracking.
- Drafted comprehensive troubleshooting guides and knowledge base articles to streamline support.

Content Strategist (Jira Workflow Automation Specialist) at Upgrad *Apr 2022 – Jul 2022*

Skills Used: Jira, Workflow Automation, SQL, APIs

- Built custom Jira workflows and automation rules for content and engineering teams, reducing task completion bottlenecks by 25%.
- Integrated Jira with analytics systems using APIs and SQL scripts, ensuring end-to-end traceability.
- Optimized permission schemes and notification schemes to balance security and usability.
- Documented all Jira configuration changes and trained cross-functional teams on new workflows.

- Improved Jira workflows by 25% via custom automation rules
- Integrated Jira with analytics systems using APIs and SQL scripts
- Optimized permission schemes for security and usability
- Documented Jira configuration changes for cross-functional teams
- Trained teams on new workflows for enhanced collaboration
- Streamlined task completion using Jira and automation tools

Jira System Support & Data Analyst at BITS Pilani - Hyderabad *Jan 2021 – Feb 2022*

Skills Used: Jira, Python, SQL, Data Analysis

- Designed automated pipelines to extract Jira usage metrics for IT leadership dashboards.
- Analyzed SLA breaches, providing data-driven insights that reduced overdue incidents by 20%.
- Supported end-users with Jira/Confluence troubleshooting and customized queries.
- Collaborated with IT staff to align Jira workflows with infrastructure monitoring and service desk processes.
- Designed automated Jira pipelines for IT metrics
- Reduced overdue incidents by 20% with data-driven insights
- Troubleshooted Jira/Confluence issues with customized queries
- Aligned Jira workflows with infrastructure monitoring tools
- Improved IT processes with automation and analysis
- Enhanced service desk efficiency with Jira usage metrics

PROJECTS

Enterprise Jira Data Center Upgrade (Jira Data Center, MySQL, Groovy, Docker)

- Migrated Jira instance from Server to Data Center for 1000+ users with zero downtime.
- Optimized MySQL database performance and indexing, cutting query times by 45%.
- Containerized Jira deployment using Docker & Kubernetes for high availability.
- Improved performance with OKTA and Google Workspace integrations
- Enhanced security with automated workflows and access controls
- Streamlined processes with Jamf and Intune endpoint management

Jira-Confluence Integration for ITSM (Jira, Confluence, APIs, Python)

- Built integration between Jira Service Management and Confluence to auto-generate knowledge base articles from resolved incidents.
- Increased knowledge base usage by 60% and reduced repeat incidents by 20%.
- Increased knowledge base usage by 60% with Jira Service Management and Confluence integration
- Reduced repeat incidents by 20% with automated knowledge base articles
- Improved incident resolution with Okta and Google Workspace expertise
- Streamlined workflows with Jamf and Microsoft Intune implementations
- Enhanced security with automated access controls and compliance audits
- Boosted productivity with AI-driven process improvements

Automated Asset Management with Jira (Jira, Groovy, SQL)

- Automated asset lifecycle tracking within Jira, reducing manual updates by 70%.
- Linked asset management with incident workflows for real-time visibility.
- Improved incident workflows with real-time asset visibility
- Utilized Jamf for endpoint management and Okta for user access controls
- Streamlined processes with AI-driven solutions and automation
- Managed Google Workspace and Microsoft Intune for secure operations
- Enhanced security with compliance audits and documentation updates

SLA Monitoring Dashboard (Jira, MySQL, Python)

- Created custom SLA monitoring dashboard with MySQL backend and Python scripts.
- Enabled leadership to proactively identify SLA risks, reducing escalations by 25%.
- Reduced escalations by 25% with custom SLA dashboard using MySQL and Python
- Improved leadership visibility with proactive risk identification
- Utilized Python scripts for automation and efficiency gains
- Leveraged MySQL backend for data-driven insights and tracking
- Enhanced monitoring capabilities with custom dashboard solutions
- Streamlined processes with data-driven automation initiatives

EDUCATION

Masters in Management Information Systems — University of Houston - Clear Lake

GPA: 3.82

Relevant Courses: Advanced Database Applications Development,Data Analytics Application Development,Systems Analysis and Design,Advanced Data Analytics in ERP System,Data Warehousing and Data Mining,Applications Programming with Java,Applications Development with C#,Computer Networking

CERTIFICATIONS

Atlassian Certified Jira Administrator (in progress)

System Administration and IT Infrastructure Services

Technical Support Fundamentals

Operating Systems and You - Becoming a Power User

The Bits and Bytes of Computer Networking

Using Python to Access Web Data

Python Data Structures

Programming for Everybody (Getting Started with Python)