

SAI SATISH MASINA

LinkedIn | Github | Portfolio

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SUMMARY

Results-driven JIRA administrator with 2+ years of experience in managing and customizing Atlassian tools, including JIRA, Confluence, and Crowd. Proven track record of designing advanced workflows, increasing ticket throughput, and improving resolution times. Skilled in Agile project management, continuous integration, and identity management. Dedicated to delivering high-quality solutions and collaborating with teams to drive efficiency and productivity.

TECHNICAL SKILLS

Programming Languages: Python, Java, Groovy, Scheme

Agile And Project Management Tools: JIRA, JIRA Agile, Jira Service Management (JSM), JIRA Customization, Portfolio, Tempo, Big Picture, Gantt for JIRA, Agile (Scrum, Kanban)

Databases: SQL, PostgreSQL, MongoDB, MySQL

Cloud Platforms And Infrastructure: AWS (EC2, S3, Lambda}, Docker & Kubernetes, Terraform, Load Balancing & Scalability, IT Infrastructure Management

Development And Deployment Tools: Jenkins, Hudson, Bamboo, Maven2, CI/CD (Jenkins, GitHub Actions}

Security And Identity Management: Security & Compliance, LDAP, Active Directory, Atlassian Crowd, User/Group access controls, User & Permission Management, Permissions

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.
- Configured Jira workflows, reducing bottlenecks by 25%
- Integrated Jira with analytics via APIs and SQL
- Optimized permission schemes for security and usability
- Trained teams on Jira configurations and workflows
- Utilized Jira APIs for automation and integration
- Improved traceability with end-to-end workflow automation

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.
- Analyzed Jira usage metrics for IT dashboards
- Reduced overdue incidents by 20% with data-driven insights
- Customized Jira queries for end-users and Confluence troubleshooting
- Aligned Jira workflows with infrastructure monitoring tools
- Utilized Jira REST API for custom configurations and automation
- Improved SLA compliance with automated pipeline 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.
- Deployed containerized Jira using Docker and Kubernetes
- Improved high availability with Atlassian tools and add-ons
- Utilized Jira REST API for custom configurations and integrations
- Enhanced performance with Bamboo and Jenkins for CI/CD pipelines

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%.
- Integrated Jira Service Management with Confluence
- Increased knowledge base usage by 60% with auto-generated articles
- Reduced repeat incidents by 20% using Jira customization
- Utilized Jira REST API for custom configurations
- Implemented Atlassian tools like Crowd for identity management
- Improved incident resolution with Jira add-ons like Tempo

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.
- Utilized Jira add-ons for customized workflows and issue types
- Implemented Jira customization with REST API and Jelly services
- Improved workflow efficiency with Jira Agile and Structure add-ons

- Enhanced asset visibility with Confluence integration and Bamboo CI

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%.
- Managed SLA monitoring dashboard with MySQL and Python
- Reduced escalations by 25% with custom dashboard insights
- Utilized JIRA customization with workflows and add-ons
- Improved issue tracking with Confluence and JIRA integration
- Enhanced team collaboration with Atlassian tools management
- Increased efficiency with automated workflows and REST API

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)