

SAI SATISH MASINA

LinkedIn | Github | Portfolio

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SUMMARY

Results-driven IT professional with experience in managing physical and cloud environments, deploying Tier 1-3 customer support, and maintaining system security best practices. Proven track record of successfully administering issue tracking systems, such as Jira, and collaborating with cross-functional teams to ensure seamless IT operations. Skilled in cloud infrastructure, system administration, and security compliance, with a strong focus on delivering high-quality support and services. Committed to leveraging technical expertise to drive business success and growth.

TECHNICAL SKILLS

Cloud Platforms: AWS, Terraform, Docker, Kubernetes, Cloud infrastructure

Databases: MongoDB, MySQL, PostgreSQL, SQL

Programming Languages: Python, Java, Groovy

Project Management Tools: Jira Data Center Administration, Jira Service Management (JSM}, Confluence Administration, Agile (Scrum, Kanban}, Issue tracking systems (e.g., Jira}

Security And Compliance: System security, Anti-malware engines, Security & Compliance, Content disarm reconstruction tools, Patch management

System Administration: IT Infrastructure Management, System Analysis & Design, System Engineering, Advanced Networking Concepts, Load Balancing & Scalability, Virtual machines, Windows, Linux

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.
- Optimized Jira workflows, reducing bottlenecks by 25%
- Integrated Jira with analytics using APIs and SQL
- Implemented custom permission schemes for security
- Trained cross-functional teams on new workflows
- Improved end-to-end traceability with automation rules

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 SLA breaches, reducing overdue incidents by 20%
- Extracted Jira usage metrics for IT leadership dashboards
- Troubleshooted Jira/Confluence issues for end-users
- Aligned Jira workflows with infrastructure monitoring
- Improved service desk processes with data-driven insights
- Supported IT staff with customized Jira queries

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 cloud infrastructure support
- Utilized GitLab for version control and collaboration
- Ensured system security with patch management best practices

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 integration
- Reduced repeat incidents by 20% using automated Confluence workflows
- Improved incident management with Jira and Confluence integration
- Enhanced collaboration with code repository and version control tools
- Streamlined support with Tier 1, 2, and 3 level customer support
- Deployed anti-malware engines and content disarm tools for security

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 GitLab for version control and collaboration
- Implemented patch management best practices for system security
- Deployed Tier 1, 2, and 3 support for 24/7 infrastructure operations

- Streamlined issue tracking with Jira for efficient customer support

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%.
- Created SLA dashboard with MySQL and Python, reducing escalations 25%
- Deployed code repository and collaboration tools for developers
- Maintained physical and cloud infrastructure with Linux and Windows
- Ensured system security with patch management and anti-malware tools
- Utilized GitLab for version control and Jira for issue tracking
- Improved leadership visibility with custom programmatic reporting

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)