

# SAI SATISH MASINA

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## SUMMARY

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Results-driven JIRA System Administrator with expertise in workflow optimization, technical agility, and project management. Proven track record of improving ticket throughput and resolution times through advanced workflow design and implementation. Skilled in JIRA administration, project portfolio management, and technical integration with ALM tools. Dedicated to delivering meaningful metrics and exceptional user support.

## TECHNICAL SKILLS

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**Programming Languages:** Java, Python, Groovy

**Databases:** MySQL, PostgreSQL, MongoDB, SQL

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

**Project Management Tools:** Jira, Jira Data Center Administration, Jira Service Management, Confluence Administration, Tempo Planner, Folio, Gantt

**IT Service Management:** IT Infrastructure Management, IT Service Management, Asset Management Integration, CI/CD, Load Balancing & Scalability, Data Warehousing & OLAP

**Soft Skills And Methodologies:** Agile, Scrum, Kanban, Leadership & Team Mentorship, User & Permission Management, Security & Compliance, SLA Tracking & Reporting, System Analysis & Design, Big Picture, Structure

## EXPERIENCE

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### 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 via APIs and SQL
- Improved security and usability with optimized permission schemes
- Trained cross-functional teams on new Jira workflows
- Ensured end-to-end traceability with custom automation rules
- Documented Jira configuration changes for audit trails

## **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 to inform IT leadership dashboards
- Reduced overdue incidents by 20% through data-driven SLA breach insights
- Customized Jira queries and troubleshooted Confluence issues for end-users
- Aligned Jira workflows with infrastructure monitoring and service desk processes
- Utilized Jira and Confluence for process automation and optimization

## **PROJECTS**

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### **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 Jira deployment with high availability and scalability
- Utilized Jira Data Center for 1000+ users with optimized performance
- Deployed containerized Jira with Docker and Kubernetes

### **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%.
- Improved JIRA workflows with custom fields and dashboards
- Increased knowledge base usage by 60% via Jira-Confluence integration
- Reduced repeat incidents by 20% with automated article generation
- Utilized JIRA plugins like Tempo Planner and Big Picture
- Enhanced technical agility with advanced filters and metrics
- Automated incident reporting with JIRA and Confluence

### **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.
- Automated asset tracking in Jira, cutting manual updates by 70%
- Utilized Jira workflows and custom fields for process optimization
- Implemented metrics and dashboards for operational insights
- Integrated with PPM plugins for enhanced project management
- Improved technical agility through Jira workflow automation

## **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%.
- Optimized JIRA workflows with custom dashboards and reports
- Improved SLA monitoring with MySQL and Python scripts
- Reduced escalations by 25% with data-driven insights
- Utilized PPM plugins for project portfolio management
- Developed metrics and dashboards for operational visibility
- Increased technical agility with automated workflows

## **EDUCATION**

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**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**

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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)