SAI SATISH MASINA

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SUMMARY

Results-driven Atlassian Administrator with 3+ years of experience in managing and maintaining Jira, Confluence, JSM, and Bitbucket. Proven track record of designing and implementing advanced workflows, automating processes, and ensuring seamless user experiences. Skilled in troubleshooting and resolving issues, with a strong focus on collaboration and communication. Committed to staying up-to-date with the latest Atlassian product updates and best practices.

TECHNICAL SKILLS

Programming Languages: Groovy, Python, Java

Databases: MongoDB, PostgreSQL, MySQL, SQL

Cloud Platforms: AWS, Terraform, Docker, Kubernetes

Atlassian Products: Jira, Confluence, Bitbucket, Atlassian add-ons, Atlassian suite of products

IT Service Management: IT Service Management (ITSM}, IT Infrastructure Management, Asset Management Integration, SLA Tracking & Reporting, Security & Compliance

Methodologies And Tools: Agile (Scrum, Kanban}, CI/CD (Jenkins, GitHub Actions}, ETL Pipelines, Automation, Advanced Workflow Automation, Advanced Networking Concepts, Load Balancing & Scalability, Leadership & Team Mentorship, Documentation & Knowledge Base Creation, System Analysis & Design, User & Permission Management

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, automation rules, reducing bottlenecks 25%
- Integrated Jira with analytics via APIs, SQL scripts
- Optimized permission schemes, balancing security, usability
- Documented Jira configurations, trained cross-functional teams
- Improved task completion with custom automation rules
- Enhanced traceability with API, SQL integrations

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
- Analyzed SLA breaches, reducing overdue incidents by 20%
- Customized Jira queries for end-users
- Aligned Jira workflows with infrastructure monitoring
- Troubleshooted Jira/Confluence issues for end-users
- Improved workflows with data-driven insights

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 suite configuration
- Enhanced workflow automation with Jira and Confluence
- Increased efficiency with customized workflows and screens

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%.
- Configured Jira Service Management and Confluence integration
- Auto-generated knowledge base articles with 60% usage increase
- Reduced repeat incidents by 20% with automation
- Utilized Atlassian products for workflow optimization
- Implemented user permissions and troubleshooting
- Streamlined workflows 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 Jira workflows, reducing manual updates by 70%
- Improved asset visibility with real-time incident tracking
- Configured Jira for asset lifecycle management

- Enhanced collaboration with Confluence integrations
- Streamlined issue resolution with JSM
- Optimized workflows with Bitbucket 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%.
- Configured custom dashboards with MySQL and Python, reducing SLA escalations by 25%
- Utilized Atlassian tools for workflow automation and issue tracking
- Implemented Jira and Confluence for team collaboration and knowledge sharing
- Optimized workflows with Bitbucket and JSM for improved productivity
- Leveraged Python scripts for data analysis and reporting
- Improved time tracking with Atlassian add-ons

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)