

Shivakumar H

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Career Objective:

Looking for a challenging and responsible position in the field of Information Technology and have the flexibility to adapt to any new environment and work on any project wish to utilize this experience in an organization as part of them.

Professional Summary:

Having total 6 Years(Relevant 4Years) experience as Jira,Confluence,Jira service Management Administrator and DevOps tools Administrator.(Bitbucket,GitHub and Jfrog).

- **Atlassian Certified ACP-120 and ACP620**
- Strong Jira functional, admin knowledge and Database knowledge .
- Work with Jira and Confluence - Filters, reporting, dashboards, workflows, fields, permissions and administration
- Good understanding of Project Management and Agile, I have good exposure in projects export and imports and merged.
- Preparation of various documents, presentations. Communicate and give user Training to users at all levels
- Take care of support (manage users, groups, roles, queries/incidents resolving, etc) and project related works
- Perform test new versions of the tools and plug-ins(Automation for jira,JSU,script Runner and configuration manager plugin) to ensure compatibility
- Installation and Up-gradation of Jira from lower version to newer Version in Windows and Linux Environments. Also I am familiar with Re-indexing JIRA on timely basis
- Integrate JIRA, Confluence with Bitbucket and GitHub.
- Having good exposure in creating Complex workflows by using Conditions, validations, Post functions and Dash boards implementation
- Implemented Single Sign-on implementation
- Loading JIRA issues into JIRA projects from CSV files
- GitHub , BitBucket and Jfrog administration.
- Project Setup in GitHub,Bitbucket and Jfrog.
- Troubleshooting while cloning the repo in Bitbucket.
- Troubleshooting SSL certificate issues.
- Creating different types of repo in Jfrog,
- Configuration of SLA in JSM.
- Configuration of different spaces in confluence.

Technical Skills:

Atlassian Tools: JIRA, Confluence, JIRA Service Desk and Bitbucket.

Source Control Tools: GIT, GIT Hub,BitBucket

Database:PostgreSQL

Operating System: Windows,Linux

Application Server:Tomcat

Experience Details:

Company Name: -DevTools

Duration :- Oct-2021-Dec-2023

Designation: - DevOps Consultant

Roles and Responsibilities:

- Create JIRA Projects as per the requirement , maintain existing projects and Jira Version Upgrades
- Migrated projects from one instance to another using Configuration Manager plug-in
- Created new groups and users in user management, Custom workflows, Permission Schemes , notification schemes etc..
- Created Workflows with using Post functions, Conditions and Validations . Cloning the Jira Projects
- Generated Event triggers using workflows, Created Spaces and pages in Confluence.
- Setting up an outgoing Mail server Configurations in JIRA
- Configure Pie Chart, Average Age Chart, Map on statistical data including Resolution and Time Spend
- Created custom dashboards, advance filters and formula-based fields and also Created Assignee options for group of people
- Worked on Workflow toolbox, JIRA Suite Utilities, Script runner, Workflow extensions add-ons
- Created Custom Fields in JIRA and Created required fields to selected people and teams
- Created JQL filters and shared with teams and used them on gadgets
- Experience on external import tools like CSV, Import issues from test to real time JIRA
- Monitor JIRA logs, when performing migrations, troubleshooting user's/system issues
- Writing JQL queries and importing on to dashboards
- Troubleshooting end user queries on timely basis

Company Name: -Transnet Systems Private Limited

Duration :- March2019 to Sept 2021

Designation: - Jira Administrator

Roles and Responsibilities:

- Overall accountability for Atlassian products with specific focus on Jira and Confluence
- Manage user permissions for tools according to the needs of projects and teams
- Perform application and system administration tasks, including data backups and scheduled jobs
- Create and maintain JIRA projects, workflows, permissions, and users in our Atlassian Cloud environment
- Write, build, or update scripts and workflows all while maintaining Atlassian best practices
- Work with JIRA filters, reporting, dashboards, workflows, fields, and JIRA administration
- Communicate and share knowledge with internal and external contacts at all levels
- Troubleshooting problems with Jira and Confluence
- Provide training to technical and non-technical teams to use Atlassian tools.

Education

B.E from BEC Bagalkot VTU Belgaum in the year 2009

M Tech from VTU Mysore in the year 2014

Declaration: I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars

Shivakumar