CURRICULAM VITAE

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ProffessionalSummary;:::::

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* Having 4.9 years of IT experience into Atlassian Jira, Confluence, Git, Bitbucket, Crowd,FishEye, Crucible, Linux and JIRA Service DeskAdministration.
* Provide teams and stakeholders with documented guidance.
* Upgrade and Migration of Atlassian Products in both Linux and Windows Servers.
* I have installed Jira 6.1.4, 6.4.4, 7.0.1., 7.2.4 ,7.13.4 in Linux and Windows Environment.
* Upgraded from 6.1.4 to 6.4.4, 6.4.4 to 7.0.1 & 7.0.1 to 7.2.4 and 7.2.4 to 7.13.4 in progress.
* Implemented upgradation and migration of Confluence and Bitbucket as well.
* Extensive experience in integrating Jira with other applications such as confluence, Bitbucket, fisheye & Crucible.
* Experienced in JIRA Customization with Workflow Schemes, workflows, Permissions, User/Group access controls, Notifications, Screens, Fields, Issue types, various other scheme settings, post functions/validators with workflow transitions, custom configurations with add-ons/plug-in's.
* Worked on JIRA Agile projects like Creating Scrum/Kanban boards, configured columns, Filters and Reports for Sprints.
* Installing/updating plugins in Jira.
* I have taken the backups and restored into various environments. Also, moved the specific projects from one environment to another environment.
* Good experience in Creating Spaces, Templates, Macros in confluence.
* Supporting the teams in various configurations like Space level and page level permissions and User Management in confluence.
* Having good hands on experience in creating projects and repositories as per the business requirement in Bitbucket.
* Worked on data recovery and backups in Jira,Confluence and Bitbucket.
* Worked on Integrating Jira with Microsoft AD, Crowd and LDAP as user directories, Jira internal directory.
* I have used the major following plug-ins in our company:

1) Adaptavist ScriptRunner for Jira

2) Jira workflow toolbox & Jira suite utilities

3) Configuration manager for Jira

4) eazyBI Reports and Charts for JIRA

5) Jira Workflow Toolbox

6) Email this issue

7)Xray for Jira

8)Tempo Timesheet

* Experience in setting up Service Desk for the Organization as a ticketing.
* Excellent analytical and logical programming skills with a good understanding at the conceptual level and possess excellent presentation, interpersonal skills with a strong desire to achieve specified goals.

Technical Proficiencies:

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| Tools | JIRA, Confluence, Crowd, Bitbucket, Jira Service Desk, Hipchat, GIT,GitHub, Crucible/FishEye. |
| Operating Systems | Linux, Windows |
| Databases | Oracle, MySQL and PostgreSQL |
| Application Servers | Apache Tomcat |
| Documentation Tools | MS Office,Adobe Tools |

Professional Experience:

Currently Working as Sr. Jira Administrator in Intrinsic Infotech Pvt Ltd. Mumbai from September 2014 to till date

Academic Profile:

Bachelor of Science from Andhra University, A.V.R&VPR DEGREE COLLEGE, Mandapeta, E.G.DT,AP (2007-10).

Skills :

* Team player ,with strong interpersonal skills. Ability to effectively communicate and share knowledge with contacts at all levels.skilled in developing collaborative relationships.
* Strong knowledge of underlying JIRA database structures.
* Strong attention detail.
* Highly self motivated and demnstrating excellent problem solving abilities,
* Strong client service focus and willingness to respond to queries and provide deliverable within prompt time frames.

Project Experience:

Projects #1:

Client : TCS

Duration : Sep 2014 – March 2016

Role : Jira Administrator­­­

Operating System : Linux

Environment : Jira, Confluence, Bitbucket, Git

Responsibilities:

* +Created and Modifies Existing Permissions schemes, Screen schemes and Notification schemes for all projects as per Team's requirement.
* Working on JIRA Agile projects like Creating Scrum/Kanban boards, configured columns, Filters and Reports for Sprints.
* Worked on JIRA installation and upgrade and Performed JIRA configuration and Achieved JIRA setup for Helpdesk/Tickets
* Worked on JIRA Service Desk workflows which includes project workflows, screen schemes and permission schemes.
* Worked on creating Templates and Macros in Confluence.
* Up gradation and Migration of JIRA, Stash/ Bit bucket. Created/Managed Users and Groups in Jira.
* Upgraded all the plugins and applications (stash, confluence, Jira, fish eye) and synced with the old production applications.
* Developed an Automated Build & Deployment Process across large Java projects using Jenkins.
* Created user accounts, and technical documents documenting JIRA project configurations provided training sessions.
* Worked on JQL (Jira Query Language) filters, Dashboards, Gadgets for users.
* Creating reports, charts and dashboards for JIRA
* Worked as team JIRA administrator providing access, working assigned tickets, and teaming with project developers to test product requirements/bugs/new improvements.
* Monitor Jira logs when performing migrations, troubleshooting users’/system issues.
* Worked on Atlassian Tech support for - Atlassian JIRA, Agile, Tempo Time Tracking, Confluence, Fisheye, Crucible, Service Desk and GIT.
* Provided documentation of customer JIRA terms, standard practices, and implementation and weekly status reports.
* Worked on Add on such as Tempo, Service desk, Portfolio and Zephyr
* Guided, and assisted people across the organization in use of JIRA/Confluence.
* Excellent communication skills, both verbal and written
* Strong work ethic with good time management.
* Good problem solving skills along with quick decision-making.
* Trouble shooting Jira user issues

Project #2:

Title : My Account

Client : Synopsys

Duration : April 2016 to Aug 2018

Role : Jira Administrator

Operating System : Linux

Environment : JIRA, Bit Bucket, Linux, Confluence,Crucible ,

Description:

My Account is a Customer portal and is a new way to manage relationship with the Thomson Reuters, through a single tailored access point. With My Account you can access your invoices, get answers to your questions, view product news, information and notifications and much more. The easiest way to reach our customers through Contact US online, Portal contains various other screens like Product information which displays the list of all products and its information to download and save, My favorites to easy landing, recent viewed portlet helps to track the usability, Manage Billings portlet to show all the product invoices, News and recommended portlet for the extended notifications, Notifications like Content changes product changes and Instrumental changes notifications.

Responsibilities:

* create and modify JIRA workflows including project work flows, field configurations , notification schemes,
* Issue , projects and user administration.
* Maintain user directories, user permission management, assign issues to users, assist with atlassian tools.
* Implement atlassian tools upgrades, support other IT staff to coordinate infrastructure maintainnance and system migrations.
* Re-indexing Jira on timely basis.

Project #3:

Title : HMS

Client : Vertex

Role : Sr. Jira Administrator

Duration : Sep 2018 to till date

Environment : Jira Agile, Confluence, Fisheye &

Crucible, GIT, MySQL ,

Description:

It involves using technology to organize, automate and synchronize sales, marketing, customer service and technical support. This web application deals with designing and execution for the complete maintenance of the administration of an organization. Modules were designed for various departments and processes. It also involved report generation for the same. It allows the sales team to track leads, new customers, current customers, sales issues and marketing campaigns.

Responsibilities:

* Responded to incoming requests, inquiries, troubleshooting and enhancement support for all JIRA and Confluences services.
* Responded to all incoming questions and inquiries related to JIRA applications.
* Created projects, dashboards, reports and questions for all JIRA related services.
* Customized screens, workflow procedures and reports for JIRA.
* Provided troubleshooting and enhancement support for all JIRA and Confluence services.
* Developed and maintained RMS website
* Assessed and analyzed RMS programs, projects, processes and other concerns.
* Provided monthly and yearly management reports to be used in quarterly compliance reports as input to the Board of Regents

Personal profile :

Address : D no : 2-128, pinapalla (village ), Alamuru (Mandal ),

East Godavari District, Andhra Pradesh, India

PIN CODE: 533232

Father Name : Venkata Rama Rao.

Mother Name : Naga Rajeshwari.