**M V R V PRASAD**

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#### IT Professional:

Having 7+ years of IT experience in

* Atlassian
* JIRA
* Confluence
* Jira Service Desk
* Groovy, Shell Programming
* MySQL, MS SQL Server and Oracle
* Atlassian Data Center and Digester Recovery Configuration in AWS

#### Professional Summary

**JIRA**

* Created JIRA workflows including advanced workflows with **Post-functions, Conditions, Validators and Triggers**
* JIRA customization - **Issue Schemes, Workflow Schemes, Screen Schemes, Field Configuration Schemes, Permission Schemes, Notification Schemes**
* Manage users & groups – add and invite users through **AD, LDAP and CROWD**
* Performed JIRA Re-Indexing and Integrity checker
* Used built in Add-on’s as well as third party add-on’s for extending the functionality of the tool
* Prepared Groovy & Shell Scrips
* Good hands on in writing JQL queries and filters for JIRA
* Very Good Exposure in Agile Boards – **Scrum and Kanban** project implementation, **Epics, Stories and bug**. Configured columns, Filters and reports for sprints
* Created events, email notification schemes and assigned project roles on JIRA
* Worked on generating reports for senior management on JIRA using gadgets
* good exposure in projects export and imports and merged different environments into single
* Profound in JIRA **Service Desk/Tickets**
* Hands on customization of SLA s and calendar for projects
* Integrated JIRA with Single Sign-on (**SSO)** plug-in

**CONFLUENCE**

* Created and restricted spaces, templates, layouts for the users and groups
* Managed space permissions and global permissions for the users
* Participated in Version and license up-gradation with the team
* Organized master and branches pages well
* Implemented Macros/User Defined Macros

**CROWD**

* I have good experience in Creation of users, groups and directories and their access permissions
* Integrated with other Atlassian products like Jira, Confluence, etc., and synchronized the users along with the groups
* Managed Audit log timely

#### Academics:

* **B-Tech**from**JNTUK2014**

#### Technical Proficiencies:

|  |  |
| --- | --- |
| **Tools** | JIRA, JIRA Agile, Crowd, Jira, Confluence, Jira Service Desk |
| **Operating Systems** | UNIX, Centos, Linux and Windows |
| **Databases** | Oracle12C, MySQL5.7, MS SQL Server 2013 and PostgreSQL |
| **Application Servers** | JBOSS, WebLogic & Apache Tomcat 8.x |
| **Documentation Tools** | MS Office 2013 |
| **Cloud** | AWS-EC2 and Atlassian Cloud |

**Work Experience:**

* Working as a Jira Administrator for Larsen & Toubro Infotech Limited from April 2022 to Nov 2022.
* Worked as a Senior Jira Administrator for Tata Consultancy Services from Dec 2014to Feb 2022.

**Project Details:**

**Project 1:**

Project:SCANIA

Duration:April 2022 to Nov 2022

Role:Jira Administrator

Operating System: AWS/Linux/DC & DR

Tools/Software’s : Jira Agile 8.20.10, PostgreSQL

**Description:**

Scania is a major Swedish manufacturer company. It is a world-leading provider of transport solutions, including trucks and buses for heavy transport applications combined with an extensive product-related service offering.

**Roles and Responsibilities:**

* Create new Jira project based on the expectation of customer.
* Create complex JIRA workflows including project workflows, Field Configurations, Screen schemes, Permission schemes and Notification schemes.
* Played vital role in end-to-end project configuration.
* Responsible in validating the test results of Jira in the progress of production.
* Involved in migrations, succeed without support of any plugins.
* Performed migration using CSV and JSON methods.
* Used to work on Jira support tickets on daily basis, supporting the customers based on business justifications.
* Involved in Jira upgradation, upgraded Jira version from 8.20.6 to 8.20.10.
* Implemented Jira workflows using advanced features such as validators.
* Active member in migration planning, sprint planning and Retrospective meetings.
* Performed Bulk Operations, Issue import and exports and JIRA Re-Indexing.

**Project 2:**

Project:F5 (<https://www.f5.com>)

Duration:July 2020 to Feb 2022

Role:Sr. Jira Administrator

Operating System: AWS/Linux/DC & DR

Tools/Software’s : Jira Agile 8.5.4, Jira Service Desk 4.5, Confluence, GIT, MySQL,

ITIL management

**Description:**

F5, Inc. is an American company that specializes in application delivery networking, application availability & performance, multi-cloud management, application security, network security, access & authorization and online fraud prevention.

**Roles and Responsibilities:**

* Worked in 24/7 Production support
* Create complex JIRA workflows including project workflows, Field Configurations, Screen schemes, Permission schemes and Notification schemes.
* I have very good exposure in Jira, Confluence, Crowd installation configuration, up gradation, migration from Windows to Linux environment.
* Good Exposure in implementation of Workflows, Screens, Custom Variables and Post functions in Workflows.
* I have upgraded from Jira 6.4.4 to 7.0.0
* I have upgraded from Jira 7.0.0 to 7.2.4/8.13.2
* Migrated from Oracle Database to MY SQL Server.
* Implemented post functions in advance workflows.
* Good Exposure in Dash and Scrum boards implementation.
* Implemented Single Sign-on implementation – SSO.
* Ability to work in a team and Independent
* Dash boards Creation, Custom fields creation
* Creating Spaces, providing Confluence user access and roles
* Workflows & Advance Workflows, Screens Developments.
* Helping Scrum master across the company to customize JIRA for their requirements.
* Work closely with stakeholders to successfully complete IT infrastructure projects.
* Take the overall responsibility for the Jira configuration and be the go-to person for any Jira issues, enhancements or best practice question.
* I have prepared various Groovy and Shell Scripts.
* Serve as a technical advisor and the primary implementer for new capabilities in JIRA.
* Create team specific agile process flow in JIRA to move tasks from one activity to another.
* Installation and configuration of continuous Integration servers.
* Create customized dashboards for teams.
* Developing confluence pages.
* Provide support for the application and infrastructure including troubleshooting, performance tuning.
* Integrate User with Microsoft Active Directory.
* Worked on most of the add-on like Structure, Jira Workflow Toolbox, Zephyr, Jira Suit Utilities, Project Configurator, Configuration manager for Jira, Attachments manager for Jira
* Responsible for working on a queue of JIRA tickets to address system issues, user requests, etc. on a daily basis.
* Very Good Knowledge in Agile Boards – scrum and Kanban project implementation, Epics, Stories and bug. Configured columns, boards, Filters and reports for sprints.
* Performed application and system administration tasks including data backups.
* Created users on Jira Internal Directory, LDAP, Crowd and Active Directory.
* Up gradation, Migration and Fine tuning of Jira/Confluence instance.
* Integrating JIRA with single sign-on (SSO –SAML) plugins.
* Implemented Bulk Operations, Issue import and exports, JIRA Re-Indexing and Integrity checker.
* Taken backups of various systems including Atlassian tools and restore at various environments.
* Upgraded Jira and Confluence from Lower versions to higher versions.
* Merge & Migrated Jira and Confluence from Windows to Linux and Cloud.
* Excellent knowledge and working experience in Requirement Analysis, Test planning, Effort Estimation, Test Design, Test execution, Defect Management & Test Metrics/ Status report preparation

**Environment:** JIRA, Confluence, AWS, Linux, GIT/GITHUB and MySQL 5.7

**Project 3:**

Project:Vodafone (<https://www.Vodafone.com>)

Duration:Apr 2017 to June 2020

Role:Jira/Confluence Administrator

Operating System: Linux

Tools/Software’s : Jira, Confluence, JSD

**Description:**

Vodafone Group Plc is a British multinational telecommunications company. Its registered office and global headquarters are in Newbury, Berkshire, England. It predominantly operates services in Asia, Africa, Europe, and Oceania

**Roles and Responsibilities:**

* Creation of new Jira Projects
* Responsible for creating new users and groups in Jira
* Managing Issue type screens
* Create comprehensive JIRA workflows including project workflows, screen schemes, permission schemes, notification schemes etc.
* JIRA project management.
* Creation of new Jira users and Jira groups
* Creating Spaces, providing Confluence user access and roles
* Cloning the Jira Projects.
* Implemented and connected with AD to maintain the users
* Maintaining Jira issue types with specified Custom fields
* Managing issue type screens
* Managing Groups and Role management.
* Customized JIRA Configurations based on project level requirements.
* Perform Jira Re-indexing and Integrity Checker.
* Managing Users and Groups permissions.
* Preparing Documents.
* Managing Add-on
* Providing Project level and plan-based permissions.
* Responsible for creation of custom workflows
* Managing Jira – Issue Types with specified custom fields
* Providing permissions to the users for Confluence Wiki Pages
* Resolving tickets based on SLA (Service Level Agreement)
* Managed Users on AD.
* Enhanced JIRA application to customize as required.
* Troubleshooter any JIRA issues for users.
* Created events, email notification schemes and assigned project roles on JIRA.
* Worked on confluence- Assigned user personal space and provided assistance in using Confluence.
* Worked with JIRA Service Desk 3.0.x to set up service desk, create service desk request types, and make queues for service desk teams and Setup Jira Service Desk Portals for help desk and other teams.
* Installed various Jira plugins such as Jira client, Jira importer plugin, Jira Charting Plugin, the connector for Microsoft project and Jira Misc.
* Mentored several users/Teams in the usage of Jira/Jira Agile and Evaluated existing JIRA instance and resolved performance issues.
* Maintained JIRA team Confluence System Engineering pages that included: Process Flow Management, Team Requirements, Roles and Responsibilities.
* Data Management: DB configuration, Site backup, configuration of attachments, Data import and Export.
* Helping Scrum master across the company to customize JIRA for their requirements.
* Prepared projects, dashboards, reports and questions for all JIRA related services.
* Providing required permissions to the users based on the request.

**Environment:** JIRA, MS SQL Server 2013, Linux, Jira Service Desk , GIT/GITHUB and AWS

**Project 4:**

Project:Intel, Bangalore ([https://www.intel.com](https://www.intel.com/))

Duration:Dec 2014 to Mar 2017

Role:Jira Administrator

Operating System: Windows / Linux

Tools/Software’s : Jira, Confluence, JSD

**Description:**

Intel is an American multinational corporation and technology company headquartered in Santa Clara, California. It is the world’s largest semiconductor chip manufacturer.

**Roles and Responsibilities:**

* Managing and checking the overall server health and functionality.
* Monitoring JIRA disk space usage.
* Analyzing and reporting upon JIRA usage and activity.
* Supporting network load balancing needs and ensuring its correct operation.
* Regular review, clean-up, management and configuration of JIRA accounts and work closely with the different teams like LDAP, Network, and Infrastructure.
* Setting up alerts and enforcing policies
* Train Business leads with the new JIRA functionalities
* Provide direction and assistance to staff members to complete daily responsibilities and roles / providing technical Support.
* JIRA installation and upgrade
* JIRA configuration
* JIRA customization -Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes
* Managing Add-on
* Setup JIRA for Helpdesk/Tickets
* Setup JIRA for Project Management
* Setup JIRA for Test Case Management
* Configure Agile Boards -Scrum and Kanban
* Integrating JIRA with Confluence
* Backup and Restore procedures
* Generated scripts for effective integration of JIRA applications with other tools.
* Created custom templates for use within Confluence
* Upgraded JIRA to latest versions, to keep up to date and migrated In House Servers to Atlassian Cloud.
* Customizing the Dashboard as per the project requirement
* Created Custom workflows, custom screens and custom fields
* Created Monthly, Weekly, Daily Status reports
* Improved the Database Connection pools
* Created new permission scheme so end users only see the projects they need to see.