# M.R.Sekhar

**Contact No.:**+91-9490915852 **E-Mail: rsekhar2719@gmail.com**



**Seeking assignments in *AtlassianAdministration***

**PROFESSIONAL SNAPSHOT**



* A result oriented professional with around 7+ years cross cultural experience in the areas of Atlassian suite and Customer care Executive, 5+ years of experience in Atlassian tools like Jira, Confluence, Fisheye/Crucible,Bitbucket and Bamboo
* Configured Jira tool for various clients.
* Expert into Jira, Confluence Data Centre and Disaster Recovery with Load Balancers Haproxy and High Availability
* Have expertise in the Installation, Migration, Upgradation and maintained of the Atlassian Tool stack in Linux/Windows environments
* Experience in creation of automation of scripts for database and application backups
* Have expertise in providing JIRA and Confluence Administration, Customization, Training and Support.
* Responsible for planning and executing upgrades to Atlassian systems.
* Extensive experience to work with users to analyze, implement the use cases & setup the JIRA & Confluence according to customer's business needs.
* Managed users, workflow, groups and projects in JIRA and Confluence
* Strong knowledge on system administration, configuration and customization of Atlassian tools
* Exposure to Client Interaction and User-Requirement Analysis.
* Extensive experience to work with non-JIRA users to analyze, implement the use cases & setup the JIRA according to customer's business needs.

**Technical Skills:-**

**Administration tools :** JIRA Core,Agile,JiraService Desk, Confluence, HipChat, Crowd, Bitbucket,andBamboo

**Scripting :** Shell, Groovy

**Application server :** Apache Tomcat

**Operating Systems :** Windows Family, OS/2 LAN 2.0, UNIX/ Red hat Linux

**Cloud Environment** **:** AWS, Atlassian Cloud



***Sep 21- Nov 22 with Accenture Hyderabad as* Application Development Senior Analyst**

**Sep’21- Nov’22 as Jira Administrator (**Client**: ECOPETROL Columbia)**

* Configuration, maintenance, and administration of Atlassian products (Jira, Confluence, Bitbucket)
* Evaluate and manage the usage of Atlassian add-ons to meet team and business needs
* Research and implement new approaches on Jira and Confluence usage
* Work with development and design teams to identify procedural efficiencies, such as with Jira Workflows, custom fields, etc.
* Experience in Administration and application Deployment, integrating with other tools
* Knowledge of Groovy Scripting and Script Runner.
* Experience in Jira and Confluence gradations
* Experience with JQL queries and filter.
* Knowledge in Rest API
* Experience on integration different Atlassian products (Jira, Confluence, Fisheye, and Subversion).
* Strong experience in good developing a workflow with multiple conditions as well as post-transition actions
* Escalating issues to client wherever necessary complying with the standard escalation procedure.
* Have expertise in the Installation, Migration, Upgradation and maintained of the Atlassian Tool stack in Linux/Windows environments
* Experience in creation of automation of scripts for database and application backups
* Participate in daily meetings to share knowledge with Engineers and the Business Team to develop efficient customer solutions.

***Dec '16 – SEP 21 with RockLine Solutions Pvt Ltd, Hyderabad as Jira administrator***

**Dec ’16- Sep'21 as Jira Administrator (**Client**: Laurus lab , India)**

* Responsible for monitoring service performance, debugging log errors, production issues, services restarts, upgrades, deploying patches, enhancements etc.
* Experience with Jira configuration& administration
* Set up user accounts in different domains
* Creation of projects and workspaces across different instances.
* User Administration through JIRA.
* Handle complex project/workspace modification requests.
* Collect and analyze data to assist end users with troubleshooting
* Communicate with the user community to understand the requirements and implement them.
* Experience in Jira and Fisheye up-gradations
* Scripting experience in Unix Shell &groovy
* Knowledge in Rest API
* Experience on integration different Atlassian products (Jira, Confluence, Fisheye, and Subversion).
* Strong experience in good developing a workflow with multiple conditions as well as post-transition actions
* Escalating issues to client wherever necessary complying with the standard escalation procedure.
* Participate in daily meetings to share knowledge with Engineers and the Business Team to develop efficient customer solutions.



***Sep ’14-May’16 with Sulekha.com ,Chennai as* Executive SMB Sales**

**Sep ’14- May ’16 Sulekha.com Chennai as Executive SMB Sales(US Region)**

**My Responsibilities:**

* In a brief and constructive stint with SULEKHA.COM, working in US SMB Telesales
* Executive team as a BDE.
* Also in charge of looking for bring opportunities and for managing the full negotiation and

close process with clients from start through to finish.

* Working in a pilot process where my role is to procure data from different sources and generate

leads.

* Keeping track of customer queries and solving them with a proper solution.

**ACADEMIC CREDENTIALS**



* Bachelor of Degree in CSE (Computer Science Engineering) (B.Tech) from JNTU Ananthapur university