**A MARTHA VILASINI **

[vilasinimartha@gmail.com](mailto:vilasinimartha@gmail.com)

Mobile: +91-7995122216

# Career Summary:

***Atlassian Jira, Confluence Solution Architect***

* I have 9.8 years of experience in the IT industry.
* 7.6 years of experience in JIRA Administration, analysis, design, development, Project management, agile methodologies, Collaboration tools and Continuous integration and Networking, JIRA management tools and Confluence pages development.
* Experience working with Continuous integration builds server configurations and management.
* Experience working with Atlassian Products such as Jira & Confluence.
* Experience providing training to development teams on how to track, plan and analyze using JIRA.
* Conducted training for teams on team collaboration and effective use of Jira.
* Preparing Documentation Plan, Estimating Work and Assigning work to the team.
* Coordinating and tracking all projects for seamless releases using Project Management System JIRA.
* Exposure in using Bug Tracking Tools.
* Test projects in Agile and Waterfall development process.
* Actively participated in Scrum meetings, reviews and developed test scenarios.
* Assisted Scrum team in preparing the Sprint backlog.
* 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 specific goals.
* Excellent written and verbal communication skills including experience in proposal and presentation creation.

**Relative Experience:**

* Handling Jira support tickets with client issues regarding permissions.
* Prepared confluence pages for requirement plan.
* Provided knowledge transfer to team members.
* Clarified team members queries towards Jira issues.
* Resolved client issues in turnaround time.
* Restarted Jira in the Linux when required.
* Worked on the spread sheet changes by using JQL query in Jira.
* Prepared Jira dashboards with all the statuses using internal projects in Dev environment.
* Performed Instance clean-up activity to find unused custom fields in Dev instance.
* Monitored shared box and provided resolutions on user queries.

**Experiences with JIRA**

* Developing applications by customizing fields, permission, and workflow.
* Create customized dashboards for teams.
* Create team specific Agile process flow in JIRA to move tasks from one activity to another.
* Creation of Jira Projects based on user request.
* Creation of new Jira users and Jira groups.
* Managing Issue types for Jira Projects.
* Installing/updating plugins in Jira.
* Re-indexing Jira on a timely basis.
* Guiding users in Jira Shared Dashboards & Filters.
* Creating Agile and Kanban boards and configuring the columns with the custom workflows.
* Developing customized workflow for transaction parallel approval.
* Responsible for creation of custom workflows and adding post functions when required.
* Built templates and dashboards for customized views of the data specific to each group and line of business.
* Helping Scrum master across the company to customize JIRA for their requirements.
* Trained Business leads with the new JIRA functionalities.
* Configuration of email notifications on status change.
* Configuration for automatic issue creation through mail, customized status etc.
* Migrated projects from one instance to another Jira instance.
* Worked in the support team on client issues.

**Skill Set:**

**Primary Skills : JIRA Software, Confluence**

**Secondary Skills :** Linux, Jira Service Desk

**Documentation Tools :** MS-Word, MS-Excel, MS-Power point

**Operating Systems :** Win, LINUX, VMWare

**Experience:**

* Working as **Jira- Sr. Solution Architect** in **CBSI private Limited** from **29-Dec-2021 to 17-Aug-2022**
* Worked as **Solution Architect** in **SP Software private limited** **from 16-Mar-2021 to 29-Oct-2021**.
* Worked as **Solution Architect** in **Wells Fargo India Solutions**

**From** **2-Apr-2018 to 15-Mar-2021.**

* Worked as Sr. Jira Administrator in **TCS**

**From** **15-Jun-2016 to 28-Mar-2018**.

* Worked as Jira Administrator in **GENPACT from 19-Jul-2012 to 7-Jun-2016**
* Worked as teacher in **Shraddha – The School from 11-Nov-2004 to 29 Jun-2012.**

**Educational Qualifications:**

* BCA fromOsmania University,Hyderabad.

**PROFESSIONAL EXPERIENCE: Mar-2021 – Oct-2021**

As we have 13 Jira instances, we have migrated all the projects in 12 instances to one instance. We have used a plugin called CMJ (Configuration Manager for Jira) to perform migration from Jira server to Jira data center. And worked in the Jira support team as I have handled Jira user support issues.

**Roles & Responsibilities:**

* I have migrated projects from Jira server to Jira data center.
* Performed pre-migration validation.
* Migrated projects without any data loss.
* Performed post migration validation.
* Performed QA on migrated projects in both non-prod & production instances.
* Creation of new Jira projects.
* Created application links.
* Managing issue type schemes.
* Managing Jira – issue type with specific custom fields.
* Troubleshooting Jira user issues.
* Performed pre & post Database refresh activities.
* Worked on unused configurations cleanup activity.
* Created customized workflows.
* Resolving tickets based on SLA.
* Providing permissions to users for confluence pages.

**Project Description: Feb -2019 – Mar-2021**

Med Advantage is a medical providers tool, credentialing and recredentialing process for a doctor’s office, provider network or hospital can be extremely time consuming and prohibitively expensive. Med Advantage works diligently to expedite the medical credentialing process and to reduce its cost through automation, large data centers, and a proprietary process & software.

**Roles & Responsibilities:**

* Managing and checking the overall Jira, Confluence server health and functionality.
* Monitoring JIRA disk space usage.
* Analyzing and reporting upon JIRA usage and activity.
* Regular review, clean-up, management, and configuration of JIRA accounts and work closely with the different teams like LDAP, Network, and Infrastructure.
* Working with the JIRA service desk.
* Provide direction and assistance to staff members to complete daily responsibilities and roles / providing technical Support.
* Communicate effectively with customers and clients to create strong professional client relationships.
* Lead team by applying dynamic leadership talents to obtain excellent performance in accordance with project goals.
* Manage and evaluate the project development & testing phase.
* Coordinate projects and participate in training programs and workshops for personal development.
* Use strong analytical and conflict management skills to solve customers' issues.

**Project Description: - Apr-2018 – Jan-2019**

The NBC Universal IT TV Entertainment group aims to modernize the technology platform of COMPASS, Enterprise Program scheduling system used by major NBCU networks.  The proposal should be for building a web-based application with modern user interface, loosely coupled service oriented and n-tier architecture on an Enterprise class database system.  The goal of the new platform is to provide major productivity improvements to user groups with an improved user interface and ease for operational management.

**Roles & Responsibilities:**

* Worked in 24/7 Production support.
* Creation of new Jira Projects.
* Responsible for creating new users and groups in Jira.
* Responsible for creation of custom workflows.
* Managing Jira – Issue Types with specific custom fields.
* Providing permissions to the users for Confluence Wiki Pages.
* Resolving tickets based on SLA (Service Level Agreement).
* Prepared projects, dashboards, reports, and questions for all JIRA related services.
* Responded to all incoming questions and inquiries related to JIRA applications.

**Environment**: Jira, Confluence

**Project Description: -Apr-2017 – Mar-2018**

STC is presently upgrading their mobile network. This upgrade will retrofit approximately two-thirds of their 2G/3G sites with equipment that supports 2G/3G. The objective of the project is to migrate data of 2G/3G sites into Telcordia Network Engineer (NE). Project scope includes developing NE Asset Models for the 2G/3G equipment and the migration of data available from STC planning, engineering and operational systems.

**Roles & Responsibilities:**

* Installing Jira in the Windows environment.
* Creation of new Jira Projects.
* Configuring Issue Types for the Jira Projects.
* Managing Issue type screens.
* Responsible for creation of custom workflows and adding post functions when required.
* Responsible for configuring custom fields for the requested issue types in the Jira projects.
* Provided technical assistance for work administration of users, related modifications and archival of projects.
* Creating Project permission schemes and providing required permissions based on the requests.
* Configuring Notification scheme and adding requested people to be notified for Issue events.
* Reported performance related issues to management by analysis and tracking of existing systems.
* Restarting Jira when required.

**Environment**: Jira, Windows.

**Key Accomplishments**:

* Handling new connections.
* Resolved the customer technical issues.
* Inform customers about usage of the portal page.
* Follow-up with the technical team to resolve the technical issues below the SLA.

**Project: Fireman Fund insurance, USA Jul 2016 – Mar -2017**

**Roles and Responsibilities:**

* Installed new Jira instances when requested by a division and upgraded Jira in production considering the number of projects and issues to improve the performance.
* JIRA customization - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes.
* Coordinated with team leads to determine needs and how best to implement JIRA within department.
* Monitored logs in case of improper functionality of Jira/confluence for exceptions and apply the changes on Jira as per Atlassian KB (considering the type of exception).
* Installed and managed plugins for Jira in production environment such as JEMH, Script Runner etc.
* Customized, migrated JIRA projects as requested by users, including optimizing workflows, creating custom fields to support reporting needs, and managing gadgets.
* Created and configured new JIRA projects and worked with departments to maintain existing JIRA projects.
* Performed application and system administration tasks, including data backups and scheduled jobs.
* Maintained JIRA team Confluence System Engineering pages that included: Process Flow Management, Team Requirements, Roles and Responsibilities, and COP User Metrics.
* Followed agile methodology, interacted with the client to provide/take feedback on the features, suggest/implement optimal solutions and tailored application to customer needs.
* Up gradation, Migration and Fine tuning of Jira/Confluence instance.
* Setup Jira & "Timesheet Report" plugin, to help users for time-tracking on their dashboards using a JQL or by configuring manually.
* Worked as team JIRA administrator providing access, working assigned tickets, and teaming with project developers to test product requirements/bugs/new improvements.
* Maintained JIRA team and program tech lead with Change management review dashboards.

**Project: - West pack Banking Corporation, Australia APR 2013 to Jun 2016**

**Roles and Responsibilities:**

* Configured Confluence for Project management, created Storyboard & Sprints in Jira
* Contracted to serve as the JIRA Systems Administrator for the international JIRA/Confluence infrastructure, including all associated programs, plugins, and systems.
* Created Custom workflows, custom screens and custom fields on Jira.
* Created users on Active Directory, synched the users on Jira and assigned groups and spaces.
* Created events, email notification schemes and assigned project roles on Jira.
* Worked on confluence- Assigned user personal space and aided in using Confluence.
* Installed various Jira plugins such as Jira client, Jira importer plugin, Jira Charting Plugin, the connector for Microsoft project and Jira Misc.
* Worked on generating reports for senior management on Jira.
* Created custom dashboards, advanced filters, and formula-based fields.

**Project** : **Prudential Financial, USA Jul 2012 to Mar 2013**

**Roles and Responsibilities:**

* Resolved issues as they arise with JIRA Projects and Confluence in coordination with JIRA hosting partner team.
* Responsible for creating the project space in confluence.
* Developing Confluence pages and integrated with JIRA.
* Creating and modifying workflow as per the requirement.
* Created complex JIRA workflows including project workflows, screen schemes, permission scheme and notification schemes in JIRA.
* Create team specific agile process flow in JIRA to move tasks from one activity to another.
* Responsible of being a reporter for each of the issue opened in JIRA.
* Installed JIRA Suite utilities plugin that provides additional workflow features such as conditions, validator, and post-functions.
* Provided ongoing support and configuration for JIRA projects, workflows, screens, fields, permissions, and other administrative tasks.