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**AtlasSian Tools**

Jira Software

Jira-Agile & Service Desk

Confluence

Crowd

Git/Git Hub

Stash/Bitbucket

Bamboo

Fisheye/Crucible

**SKILLS**

Jira Installation,

Upgradation & Migration.

Jira Integration with AD/LDAP/CROWD.

Jira Workflows development using Postfunctions, Conditions, Validators.

**Personal Details**

Name : L L Mounika

D.O.B :27/08/1992

Gender :Female

Nationality :Indian

PAN No : ALRPL9122E

# **Professional Summary**

* 7 years of experience in Atlassian JIRA Core, Jira Service Desk , **Jira Agile** , **Confluence, FishEye & Crucible, Bamboo, Bitbucket, Jenkins, GIT/GITHUB Administration.**
* **Expert in MySQL**, Oracle, MS SQL Server integration with Atlassian Tools.
* Very good knowledge in Project Management.
* Very good exposure in JDC and JDR implementation for Jira and Confluence
* Installed and tested various **plug ins/add-on’s**
* I have very good knowledge in Database clustering and scheduled the Jira, Confluence, DB backup’s.
* **Data Center** is a deployment option specifically designed to support the unique and complex requirements of enterprise organizations.
* **Data Center** takes all the powerful features of **Jira Software** or Jira Service Management and supports them with **High availability** – Active clustering ensures users have uninterrupted access to critical applications.
* Implemented and migrated Jira from Linux to **AWS** and **Atlassian Cloud.**
* **Data Center** supports many features crucial to the management and operations of **Jira, Confluence, Bitbucket, and Crowd** at scale.
* **Migrating** this same Jira instance to a clustered **Data Center** will not improve performance, as the existing custom fields will continue to degrade performance.
* I have implemented **SSL** and **SSO** with **SAML** and **OCTA**
* I have very good knowledge in Jira, Confluence **up-gradation, Migration, Installation, Merging of Instances** from lower version to new version (Both Core and Applications up gradation).
* Many features exclusive to Data Center (like [**SAML single sign-on**](https://confluence.atlassian.com/enterprise/saml-single-sign-on-for-atlassian-data-center-applications-857050705.html)**,**[**self-protection via rate limiting**](https://www.atlassian.com/blog/enterprise/data-center-self-protection)**, and**[**CDN support**](https://www.atlassian.com/blog/enterprise/cdn)) don't require clustered infrastructure.
* **Data Center** products are designed to support your organization’s needs, giving you more architecture and infrastructure flexibility.
* In **Data Center**, the main requirement is the database to be installed on its own node.
* **Data Center** supports the same databases as our Server offering, so be sure to consult the products supported platforms page to ensure your preferred database technology and version are supported.
* Good Knowledge in Windows and Linux Patch Installation
* Good Exposure in implementation of **Work flows, Screens, Custom Variables, Post functions** in Work flows
* I have implemented various Dashboards implementation
* Very Good Exposure in Agile project implementation, Sprints, Epics, Stories, Components, Story Points
* Installed and configured Docker with Jenkins and Bamboo for various builds
* Provided end to end training to Business and End users
* I have very good knowledge in **Mail, Crowd, AD/LDAP** Configuration with Jira & Confluence, etc
* Implemented Master and Slave nodes in Jenkins
* I have good exposure in projects export and imports and merged different environments into single.
* Expert in Workflows, Listeners and etc
* Good exposure in migration from Bugzilla to Jira
* Implemented various REST API calls to integrated with non atlassian products
* Configured and implemented Incoming mail handlers in Jira Service Desk
* Responded to all incoming questions and inquiries related to Atlassian tools.
* Prepared Projects, Dashboards, Reports and questions for all JIRA related services.
* Generated scripts for effective integration of JIRA applications with other tools.
* Conducted analysis and evaluation of existing systems to upgrade latest versions of JIRA.
* Installed and created Jira Service Desk SLA, Portals, Queue’s and Automation for various user requests
* Assisted in assessment of existing production systems and configuration services for upgrading.
* Provided technical expertise for analysis and assessment of current security and database configuration services.
* Leading, planning, and managing documentation projects for product releases.
* Upgrade and Migration of Atlassian Products in both Linux and Windows Servers
* SME-Subject Matter Expert in all Jira project schemas such as Custom fields configuration, Screen Schemes, Workflows, Issue type schemes, permission scheme & notification schemes
* Extensive experience in integrating Jira with other applications such as confluence, stash, fisheye & Crucible
* Mentor, coordinator and leadership roles in creation and execution of Software implementation
* I have installed and Upgraded Confluence, Bitbucket and Bamboo
* Extensively worked in Scrum environment with active involvement in daily meetings.
* Interact with business analysts and software developers for bug reviews and participated in QA meetings.
* Assisted Scrum team in preparing the Sprint backlog.
* Experience with developing high level Design documents and participating in design reviews.
* Experience providing training to development teams on how to track, plan and analyze using JIRA.
* Preparing documentation plan, estimating work, and assigning work to the team.
* Experience in Repository creation/managing in FishEye & Crucible.
* Expert in Incident Management Problem Management and Change Management.
* Experience in Configuration of backend database for the tools.
* Good Team player with Excellent communication skills.
* Experience in Client Focused Environment
* I have good knowledge in implementing Confluence Spaces, Pages, Child pages and performed Import and Export operations.
* I have good knowledge in implementing Version Controllers like GIT/GITHUB.
* Experience in implementing Projects in Bitbucket.
* Good exposure in implementing Branches, Cloning, Fork, and Merging in Bitbucket.
* Good experience in implementing Continuous Integration and Continuous Deployment in Bamboo.

# **Education**

* B.sc Computers from LOYOLA Academy, Hyderabad in 2013.

# **Technical Skills**

|  |  |
| --- | --- |
| Softwares & Tools | Jira, Jira Agile, Jira Service Desk, Confluence, Crowd, Bitbucket, FishEye & Crucible, Bamboo, Dokcer and Jenkins. |
| Platform | Windows, Linux |
| Databases | Oracle 10g/12C, MySQL, MS SQL Server |
| Version Control | GIT, GITHUB and SVN |

# **Experience:**

* Working as a JIRA administrator in **Haak Technologies , Hyderabad.**

**Project Details**

**PROJECT 1:-**

**Description**:

Intelligent, Fully Integrated Contact Center Workforce Optimization Suite in theCloud, On-Premises, or in a Hybrid Environment.

***Roles & Responsibilities:***

* Provided ongoing support and configuration for **JIRA projects, workflows, screens, fields, permissions,** and other administrative tasks.
* Created Custom workflows, custom screens and custom fields on JIRA
* Created **events, email notification schemes** and assigned project roles on JIRA
* Worked on **JIRA Cloud** as part of evaluation.
* Integrate **Jira** with **Confluence, Crowd, Bitbucket.**
* Worked on JIRA for tracking and updating the JIRA tickets and per assigned.
* Troubleshoot any JIRA issues for users.
* Creating Workflows.
* Managing Issue type screens
* **Upgrade** JIRA when necessary.
* I have resolved **L1, L2** and **L3** tickets within **SLA** time.
* Install and Configure Tempo time tracking add-on.
* Installed **Jira** on Linux server.
* Implemented new JIRA **workflows** for the QA teams and worked on Splitting JIRA servers configuration Worked with various teams on Setting new **JIRA & Confluence** instances for new teams
* I have implemented **SSL** and **SSO** in this project
* Enhancement to Confluence as needed.
* Installed Docker and prepared Dockerfile to make required images for Jenkins
* Implemented CI & CD with Jenkins and Bamboo
* Integrated Jira with Jenkins and Bamboo
* Installed Add-ons such as Craft ware Search linked issues for **Jira, Gliffy**
* **Confluence plug-in, Jira Capture, Zephyr, Tempo, Service Desk**
* Installed and managed plugins for Jira and confluence in production environment and Installed and Managed JIRA Add-ons.
* Worked with **JIRA Service Desk** to set up service desk, create service desk request types, and make queues for service desk teams.
* Setup Jira "**Timesheet Report**" plugin, to help users for time-tracking on their dashboards by configuring manually.
* Installed and configured Notification Assistant for Jira.
* Experience in creating email templates using Notification Assistant as per the requirements.
* Installed and upgraded JIRA in production to keep up to date.
* Created new permission scheme so end users only see the projects they need to see.

***Confluence***

* Created spaces, templates, layouts for the users and groups.
* Managed space permissions and global permissions for the users.
* Participated in Version and license upgradation with the team.

***Git & Bitbucket***

* Worked on **GIT** in creating the repositories.
* Good at integrating GIT to Bitbucket repositories, creating the projects and cloning the repositories.

***Bamboo, Jenkins***

* I have Implemented Continuous Integration & Continuous Deployment **(CI & CD)** with **Jenkins, Bamboo** for Repositories **Subversion, GIT, GITHUB, Bitbucket** and Perforce.
* Integrated the bamboo jobs with APACHE Products like **ANT** and **MAVEN**
* Installed the **ANT & MAVEN** and linked with bamboo for deployment successfully
* Processed the Release management process and linked the bamboo with JIRA issues

Configuring the global Permissions, user, group and anonymous permissions***.***

**Project 2:-**

Client is a leader in Revenue Management — an emerging enterprise application category that enables companies to align and improve the processes of pricing and quoting, contract development and management, trade settlements and channel incentives, in order to eliminate the revenue leakage and reduce the financial regulatory compliance risk that can cost companies millions per year. Revenue Management has become a core, strategic focus for companies from all industries that deal with competitive pricing, complex contracts, and multiple channels. Client offers a unique approach, optimized for life sciences and high tech companies that combines industry specific solutions and best practices expertise to enable our customers to better plan and control the processes that drive the entire revenue life cycle for their business.

Roles & Responsibilities

* Worked in 24/7 Production support
* Creation of new Jira Projects
* Responsible for creating new users and groups in Jira
* Managing Issue type screens
* Responsible for creation of custom workflows
* Managing Jira – Issue Types with specified custom fields
* Provided ongoing support and configuration for **JIRA projects, workflows, screens, fields, permissions,** and other **administrative tasks.**
* Created Custom workflows, custom screens and **custom fields** on JIRA
* Created events, email notification schemes and assigned project roles on JIRA
* Worked on JIRA Cloud as part of evaluation.
* Integrate Jira with **Confluence,Crowd, Bitbucket.**
* Worked on JIRA for tracking and updating the JIRA tickets and per assigned.
* Troubleshoot any JIRA issues for users.
* Re-indexing the Jira instance when required
* Provided ongoing support and configuration for JIRA projects, workflows, screens, fields, permissions, and other administrative tasks.
* Tracking timesheet TEMPO for each issue for reporting
* Providing permissions to the users for Confluence Wiki Pages
* Resolving tickets based on **SLA** (Service Level Agreement)
* Maintaining backup in DEV environment.
* Prepared projects, dashboards, reports and questions for all JIRA related services.
* Providing required permissions to the users based on the request.
* creating email templates using Notification Assistant as per the requirements.
* Preparing succession of build by replicating of build data from original site to workplace using Jenkins build tool.

Environment: Jira, Confluence, Oracle 10g, Win XP, Cent OS

**Project 3**

The objective of this project is to provide complete Prospects and support for network processing, and Ericsson’s strategy for managing information and technology in telecom operators’ converged ICT networks are realized with a new generation of management systems. They are built and designed to improve operational productivity and deliver the best user experience in networks where content delivery, M2M and enterprise services underpin a new business reality.

**Roles & Responsibilities**

* Installing Jira in Linux environment
* Installing required API and verifying the modules are working fine.
* Creation of new Jira Projects.
* Responsible for creating new users and groups in Jira.
* 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 issues types in the Jira projects.
* **Re-indexing** the Jira instance when required.
* Trouble shooting Jira user issues.
* Providing solutions and resolving them based on SLA
* Importing issues from other environments such as from CVS files and Bugzilla to Jira Projects.
* Responding to incoming requests and inquiries for new tools and workflow procedures.
* Provided technical assistance for work administration of users, related modifications and archival of projects.
* Creating Tempo Teams and adding requested users.
* 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.
* Responded to all incoming questions and inquiries related to JIRA applications.
* Prepared **projects, dashboards, reports** and questions for all JIRA related services.
* Restarting Jira when required.
* Enabling Agile plugin to the requested Jira Projects.

Environment: Jira, Oracle 10g, Win XP, Linux Enterprise Server 11

**L L Mounika.**