**Savalam Mounika**

Phone no:8790658260

[**Email:mounikasavalam222@gmail.com**](mailto:lmanchilikumar@gmail.com)

To obtain a position where I can optimize my skills in the IT industry and gain high level of hands-on experience.

* Total 5.6 years of professional experience in IT Field
* **Having 1.3 years of experience in Software QA Testing as Manual**
* **Having 4.3 years of experience in Atlassian** **JIRA Administrator** , Project Management, analysis, agile methodologies,Jira core &Jira service desk, Collaboration tools, Continuous integration.
* Experience working with JIRA management tools**, Crowd, Confluence**, **Fisheye**,, **GIT** and confluence pages development
* I have integrated **Jira** with **Crowd**, **AD/LDAP**, **SVN**, **GIT**, **BAMBOO**, **BITBUCKET** and Jenkins
* Expertized in complex JIRA configurations including configuration of **Advanced Workflows**, **Custom field** configurations, **Screen** Schemes, **Permission** schemes and **Notification** schemes
* Experience on complete software development life cycle (SDLC) with software development models like **JIRA, Agile Scrum Model**
* I have very good exposure in Shell scripting using BASH,
* Integrating Jira with Stash/Crowd /Bit bucket Server.
* Worked on JQL filters, Dashboards, Gadgets.
* Responsible for working a queue of JIRA tickets to address system issues, user requests, etc. on a daily basis
* Good exposure in network protocols like TCP/IP, DNS, DHCP, and VLANs
* Responsible for managing user permissions for tools according to the needs of projects and teams
* Test new versions of the tools and plug-ins to ensure compatibility.
* I have very good knowledge in Mail, Crowd, AD/LDAP Configuration with Jira& Confluence
* Having very good knowledge in SAN storage to take a backup and archive the projects
* Extensively worked in Scrum environment with active involvement in daily meetings.
* Upgrdaed from 6.4.4 to 7.0.1 & 7.0.1 to 7.2.4 and 7.2.4 to 7.3.6 in progress
* I have installed Jira 6.4.4, 7.0.1., 7.2.4 and 7.3.6 in Linux and Windows Environment
* Integration Jira with stash/crowd, Bit Bucket server.
* Very Good Exposure in Agile project implementation, Sprints, Epics, Stories
* B.Tech in ECE From Avanthi Institute of Engineering &Technology ,JNTUH,2015

|  |  |
| --- | --- |
| **Administration Tools** | Jira Service Desk, Jira Agile, Confluence, Fisheye & Crucible, Bamboo, GIT,GITHUB |
| **Operating Systems** | Windows 2012, Windows 2008, Linux, Windows7,8.1,10 |
| **Application Servers** | **T**omcat, JBOSS. |
| **Languages** | HTML,XML, |
| **Server Virtualization** | Microsoft Server2008 |
| **RDBMS** | Oracle 10g, 11i, MS-SQL Server 2000 |
| **Version control Tools** | SVN,GIT &CVS,GITHUB,Shell scripts |

**Work Experience:**

* Working as a **Atlassian** **Jira Administrator** with **Relevance Lab pvt.ltd** Banglore from Sep 2022 to Till date
* Worked as a **Atlassian** **Jira Administrator** With **Cognizant** Hyderabad from July 2018 to Sep 2022
* Worked as **Associate Test Engineer** with **Cognizant**, Hyderabad from Mar 2017 to June 2018

**PROJECTS: -**

**Project 1:-**

**Title: - HARMONY BIOSCIENCES U.S**

**Report Generation Phase II**

**Duration: Sep 2022 – Feb 2023**

**Client: - HARMONY BIOSCIENCES**

**Role: - Atlassian Jira Administrator**

**Operating System: - Windows & Linux**

**Description:**

There are two modules in this project. User is enabled to view the information and services that can be availed based on the profile with which his account is created in the Service Module. The administrator can view the user’s information based on different categories in the Admin module and also enables the administrator to maintain the database in a most efficient and effective way.

.

**Roles and Responsibilities:**

* Working as Atlassian Administrator handling JIRA and Confluence.
* Provided ongoing support and configuration for JIRA projects, workflows, screens, fields, permissions, and other administrative tasks.
* Created JIRA projects, templates, workflows, screens, fields and other administrative activities.
* Prepared projects, dashboards, reports and questions for all JIRA related services.
* Implemented new JIRA workflows for the QA teams and worked on Splitting JIRA server’s configuration.
* Users Administration and Handling Licenses Performed JIRA configuration.
* Worked on JIRA customization - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes and Notification Schemes.
* Installed and managed plug-ins for JIRA and Confluence in production environment.
* Worked with various teams on Setting new JIRA& CONFLUENCE instances for new teams.
* Worked on Integrating JIRA with Confluence, Fisheye, Crucible.
* Generated scripts for effective integration of JIRA applications with other tools.
* Created custom templates for use within Confluence.

**Environment**: Jira Software, Confluence, Linux.

**Project 2:-**

**Title: - STC Mobility**

**Duration: Mar 2020 – Sep 2022**

**Client: - STC**

**Role: - Atlassian Jira Administrator**

**Operating System: - Windows & Linux**

**Description:**

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 in to 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 and Responsibilities:**

* JIRA project management.
* Managing Groups and Role management
* Customized JIRA Configurations based on project level requirements
* Perform Jira Re-indexing and Integrity Checker
* Creating Spaces, providing Confluence user access and roles
* Creating SVN repository and providing user access and roles
* Authoring test cases and executing them and creating the defects accordingly as per Test management Process, project creation and User management.
* Configuring Bamboo build and Deployment Plans

**Project 1:-**

**Title: - ESRI Germany Report Generation Phase II Duration: July 2018 – Feb 2020**

**Client: - ESRI**

**Role: - Atlassian Jira Administrator**

**Operating System: - Windows & Linux**

**Description:**

The objective of the project is to generate reports for the planners and engineers to view the internal connection details schematically & in tabular form, trace path of network elements and changes to the connection of terminal ports of a complete Work order. These reports provide a complete trace of the fiber from the source till destination as well provides an option to get the trace only for the user defined source and destination equipment’s.

**Roles and Responsibilities:**

* JIRA project management.
* Managing Groups and Role management
* Customized JIRA Configurations based on project level requirements
* Perform Jira Re-indexing and Integrity Checker
* Creating Spaces, providing Confluence user access and roles
* Creating SVN repository and providing user access and roles
* Authoring test cases and executing them and creating the defects accordingly as per Test management Process, project creation and User management.
* Configuring Bamboo build and Deployment Plans
* Managing Users and Groups permissions
* Running the Bamboo build plans
* Preparing Documents
* Trouble shooting and Analyzing the logs for bamboo build and deployment plans for issues
* Providing Project level and plan based permissions
* Restart the tomcat server through bamboo plan

**Projects:-1**

**Client :Vodafone**

**Project Title : EVE (Evolving Vodafone Enterprise)**

**Testing approach : Manual**

**Duration : Mar 2017 to June 2018**

**Project Description:**

EVE is telecom domain related project, designed to address Vodafone customer issues or

incidents &amp; Service requests. It involves 2 applications Service Now &amp;Cove(Customer Omni

Channel for Vodafone Enterprise), both are integrated with each other’s, Cove is the front end

application for the use of customers, where they can log a new ticket (Service Request

&amp;Incident) also track earlier logged tickets. Snow is the back end application designed for theC2 General

Vodafone representatives like SDA, Managers and Admin. Also customer can place an order for

the required device in cove &amp; same order is addressed in Snow for fulfillment.

**Responsibilities:**

* Involvement in Smoke Testing, Retesting, Regression testing, Cross Browser Testing, Data

driven Testing, Ad-hoc Testing and Usability Testing.

* Review requirements to understand the functionality of the application and prepare the Test

Scenarios, Test Cases &amp; Test Data.

* Raised the bugs in JIRA defect tracking system and provide the screenshots which gives more

information to developer to fix the defect on-time.

* Investigate the failed tests whether it was an error in the code or data issue and execute the

test batches and report the results.

* Create and execute database queries in order to test the underlying data changes caused by

interactions of software applications

* Involvement in peer reviews of Test scenarios, Test cases and Bug Reviews
* Preparation ofTest Reports and update the daily status report.