**Curriculum Vitae**

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**Professional Summary:**

• Having 5+ years of experience in altlassian tools administration like JIRA Software, Jira Core, Jira Service Desk, Confluence, Bitbucket, crowd, Git and in many plugins.

• 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

• JIRA Administration experience with Creating Projects, Workflows, Custom Fields, Screens and Issue Types within JIRA.

• Provided support to multiple clients for issues within SLA.

• Experience with supporting customers in Atlassian products such as JIRA Core, JIRA Software, Jira Service Desk and Confluence.

• Capable to keep Track of issues & Requests and ensure proper follow -up to close.

• Worked on Jira Agile boards and meets the standards of the requirement.

• Created JQL filters and shared with teams and used them on gadgets

• Worked in configuring, project setup and support in Jira Software.

• Create Customized Dashboard for Teams. Created Team Specific Dashboards, Projects.

• Expert in configuring Active directories, LDAPs for all Atlassian Products for managing users.

• Experience with JIRA Up gradation and maintenance

• A professional who possesses experience in Atlassian JIRA Administration, analysis, design, development, Project management, Agile methodologies, Collaboration tools, Continuous integration

• Installed and upgraded JIRA and its Plug-ins in production to keep up to date

• Expertise by creating user personal space and public spaces in Confluence

• Expertise in User macros, Plugins/Add-ons in confluence in both staging and Production instances

• Expertise to Create Pages, Templates, blueprints and Reports in confluence

• Extensive knowledge and administration experience Managed users, workflow, groups and projects in JIRA

• Participated weekly meetings and walkthroughs to improve the testing efforts.

• Strong Team Player with excellent communication and Interpersonal skills

**Technical Skills:**

• Administration Tools : Jira software, Jira Service Desk, Confluence, Bitbucket, Crowd

• Application Servers : Tomcat, HA Proxy

• Database : Oracle, MS Sql

• Version Control Tools : GIT, SVN

**Education :**

• MBA in Sarojini Institute of Technology, Vijayawada.

**Professional Experience:**

• Working as JIRA Administrator in Mindtrail Technologies Pvt Ltd 2017 to till date.

**Project 1 : Comcast**

**Description** : Comcast Corporation is the largest mass media and communications company in the world by revenue. It is the largest cable company and home internet service provider in the United States, and the nation' s third largest home telephone service provider. Comcast provides cable television, broadband internet, telephone service and in some areas home security including burglar alarms, surveillance cameras, fire alarm systems and home automation to both residential and commercial customers in 40 states and the District of Columbia. Since January 2011, having acquired the majority of the international media company NBC Universal is also a producer of field and television contents, operates cable channels, national channels (NBC and Telemundo), the major filed studio Universal Pictures, and Universal Parks and Resorts.

**Role** : JIRA Administrator

**Roles and Responsibilities:**

• Working as Atlassian Administrator handling JIRA, Jira Service Desk and Confluence.

• Up gradation and Migrations from on premises to Azure

• 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, Notification Schemes

• Installed and upgraded JIRA in production to keep up to date.

• 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.

• Good knowledge on migrations

• Created custom templates for use within Confluence

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**Project 2 : ZURICH FARMERS COMMERCIAL**

**Description:** Farmers Insurance group is a leading insurance company based in USA with its headquarters in Los Angeles, California and insuring over 41 states. Have 15000 agents in west coast (working only for Farmers) & 5000 agents in east coast (Working for Farmers and other companies too). Farmers have 12 Regional offices in 42 states. It deals with 2 Line of Business - AUTO (Personal Vehicles Insurance), FIRE (Home or Personal property damaged by Fire). The Farmers consists of two applications known as APPS and FPPS in 3 tier architecture based on Web & Mainframe Application. They include on line programs, DB2 Tables, VSAM files, batch programs, underwriting programs.

**Role** : JIRA Administrator

**Roles and Responsibilities:**

• Currently working as Atlassian Administrator handling JIRA

• Supporting complex Atlassian environments and have experience with integrating Atlassian tools with other internal & external systems. Implemented the continuous integration using Jenkins for reducing manual interventions.

• 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, Notification Schemes

• Installed and configured Atlassian tools like JIRA, Bitbucket, Confluence

• Extensively worked on UNIX Editor Commands to edit the logs.

• Installed and upgraded JIRA in production to keep up to date.

• 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.

• Knowledge on migrating JIRA

• Generated scripts for effective integration of JIRA applications with other tools.

• Created custom templates for use within Confluence

• Setup JIRA "Timesheet Report" plugin, to help users for time-tracking on their dashboards using a JQL or by configuring manually.

• Helped users to subscribe to this timesheet report to receive email notifications.