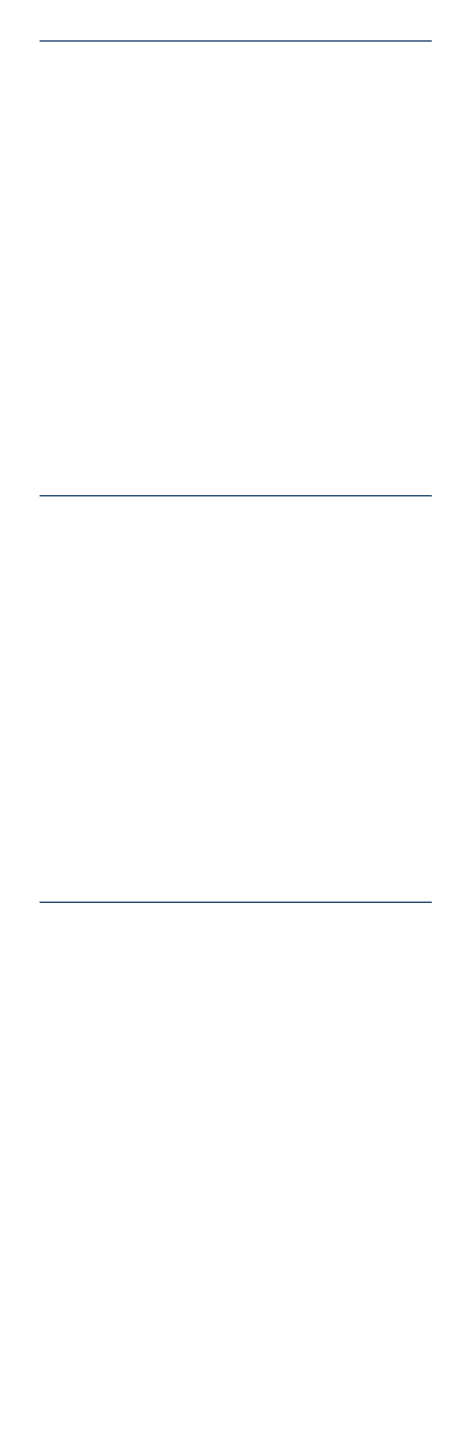
N GANESH

# JIRA Administrator & Developer

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**ATLASSIAN TOOLS**

JIRA Software JIRA-Agile JSM

JWM

Service Desk Confluence

**SKILLS**

Groovy

Agile frameworks

**VERSION CONTROL TOOLS**

**Git**

**Git Hub**

**x-ray**

**Mobile No** : 7981578133

## SUMMARY:

I have more than 5.1+ years of experience in Atlassian JIRA Administrator, Confluence, Agile, Service desk Support, Administration Good Exposure in Analysis, Design, Development, Project management, agile methodologies, Collaboration tools, Continuous Integration

## PROFESSIONAL EXPERIENCE

* I have more than 5.1+ years of experience in Atlassian JIRA Administrator, Confluence, JIRA Align, Agile, Service desk Support, Cloud Administration Good Exposure in Analysis, Design, Development, Project management, agile methodologies, Collaboration tools, Continuous Integration.
* I have 1 year experience of Atlassian JIRA Development with using Groovy Script
* I have very good experience with JIRA management tools, Crucible and Confluence pages’ development
* I have good knowledge with multiple add-ons (“JSU”, “Script runner”, “Email this issues add-on”, “Dynamic forms”, “Extension for JIRA service desk”, “Configuration Manager for JIRA”, “Automation for JIRA”, “JMWE”, “X-ray“ etc)
* Installed and tested various plug ins/add-on’s
* I have very good knowledge in Database clustering and taking the JIRA, Confluence DB backup’s
* Currently working as JIRA, Confluence in present DC & Cloud platforms
* I have very good knowledge in JIRA, Confluence Up gradation & Migration from lower version to new version (Both Core and Applications up gradation)
* Good Exposure in implementation of Work flows, Screens, Custom Variables, Post functions in Work flows
* Good Exposure in Dash and Scrum boards implementation
* Very Good Exposure in Agile project implementation, Sprints, Epics, Stories
* Provided end to end training to Business and end users
* I have very good knowledge in Groovy Scripting
* I have Good Knowledge in Jira Align
* I have good exposure in projects export and imports and merged different environments into single Good Team player with Excellent communication skills Experience in Client Focused Environment

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| --- | --- |
| **Jira Upgradation** | Jira version 7.3.0 to 8.20.13 upgraded. |
| **Jira Migration** | Windows & Cloud |

* I have good experience in implementing **Confluence Spaces, Pages, Child pages** and performed

## Import and Export operations.

**TECHNICAL SKILLS**

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| --- | --- |
| **Software’s & Tools** | JIRA, JIRA Agile, JSM, JWM &Confluence. |
| **Scripting** | Groovy Scripting |
| **Platform** | Windows and Atlassian Cloud |
| **Version Control** | GIT |

## EXPERIENCE:

* + Working as a **Atlassian Administrator & Developer** in **VVH Software Solutions Pvt Ltd**, Chennai from Feb 2018 to till date.

# Project #1

|  |  |
| --- | --- |
| **Client** | **Weatherford USA** |
| Duration | Sep 2020 to till date |
| Description | **Weatherford USA** has been recognized as the best credit rating agency in 2018 for high yield, sovereigns, and public finance. It is the Gas & Oil agency's first wins for the high yield and over reign’s categories, and the third accolade in a row for  Public finance. |

## Roles & Responsibilities

* + JIRA installation, Migration & Integration exp Atlassian tools.
  + Setup JIRA for project management in JWM tools.
  + Managing users and groups permission.
  + Creation of Spaces, Pages, Child pages, Templates in Confluence.
  + Take the overall responsibility for the JIRA configuration and be the go-to person for any Jira issue, enhancements or best practice question.
  + Create team specific agile process flow in JIRA to move tasks from one activity to another.
  + Configure Agile Boards –Scrum and Kanban.
  + Installation and configuration of continuous Integration servers.
  + Created customized Dashboards for teams.
  + Prepared projects, dashboards, reports for all JIRA related services.
  + Resolving tickets based on SLA (Service Level Agreement based on Approval, Priority basis.
  + Provide support for the application and infrastructure including troubleshooting, performance tuning.
  + Provide project level and plan based permissions.
  + Preparing documents, Spaces, Pages & Macros as well.
  + Creating updated work process for exchange parallel confirmation.
  + Created reports and dashboards for every gathering and line of business.
  + Managed various development tools, testing tools and monitoring tools.
* Created several customer accounts and maintained users.

Project #2

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| --- | --- |
| **Client** | **Berkadia Services Pvt Ltd** |
| Duration | Feb 2018 to Sep 2020 |
| Description | **Berkadia Services Pvt Ltd**, Pearson’s web-based test administration system has been specifically  developed to meet the stringent delivery and security requirements of high-stakes assessments, yet provides the flexibility to administrator, Banking & Finance sector  project dealing with all Atlassian clients. |

## Roles & Responsibilities

* + Installing JIRA, Confluence, JSM in Windows & Cloud platforms
  + JIRA installation and up gradation in windows platforms in diff versions.
  + JIRA configuration in JSM, Agile, JWM, Aglin tools.
  + Setup JSM, JIRA, JWM Tickets and project setup.
  + Setup JIRA for Project Management.
  + Setup JIRA for Bug Tracking and Agiln tools.
  + Setup JIRA for Test Case Management.
  + Creation of new projects in JIRA.
  + JIRA customization - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes.
  + Responsible for creation of custom workflows.
  + Perform JIRA Re-Indexing and Integrity checker.
  + Managing Add-on’s with Functional & Development side.
  + Installing plug in‘s and managing licenses.
  + Creating and managing filters.
  + Managing groups and role management based on projects.
  + Troubleshooting the problems in JIRA.
  + Prioritizing workload and resolving tickets based on Service Level Agreement.
  + JIRA & Agile Best Practices to creating the flow and user exp.
  + Managing users in Crowd directories.
  + Backup and Restore procedures.
  + Creating spaces, providing confluence user access and roles.
  + Provided Local and Global permissions in Confluence.
  + Maintaining plugins and their licenses.

## EDUCATION

* B Tech from VEMU Institute of Technology with an aggregate of **62%** in 2017.