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## Experience Summary

* Having 5+ years of experience in Atlassian Administration, Configuration of Jira, Confluence, Bitbucket, Bamboo, Crowd and DevOps – Jenkins, Docker in Windows, Linux, AWS and Atlassian Cloud Environment
* Created complex JIRA workflows including project workflows, field configurations, screen schemes, permission schemes and notification schemes in JIRA.
* Integrated Jira with AD/LDAP, Crowd for Users and Groups.
* Involved in migration of both Jira and Confluence
* Implemented SSL/SSO
* Migrated the Jira, Confluence data from Server to Data Center
* Migrated the Jira, Confluence data from Data Center to Atlassian Cloud
* Migrated Jira and Confluence from Linux to AWS-EC2
* Installed and configured the Atlassian Products – Jira, Confluence, Bitbucket and Bamboo on Linux, Windows & AWS-EC2 environment.
* Experience to administer Software Planner ALM for requirements management.
* Preparing documentation plan, estimating work, and assigning work to the team.
* Experience in providing training to development teams on how to track, plan and analyse using JIRA.
* Coordinating and tracking all projects for seamless releases using Project Management System JIRA, Source Code Management System SVN.
* I have very good exposure in Jira, Confluence, Crowd, Bitbucket, FishEye Installation, Configuration, Upgradation, migration from Windows to Linux environment.
* Actively participated in Scrum meetings, reviews and developed test scenarios.
* Assisted Scrum team in preparing the Sprint backlog.
* Skilled in suggesting appropriate technology-based solutions for enhancing functional efficiency and achieving business excellence
* Worked with JIRA Service Desk to set up service desk, create service desk request types, and make queues for service desk teams
* Prepared various Shell and Groovy Scripts
* Installed and configured the Jira Service Desk
* Crated SLA’s, Queues and Portals for various business requirement
* Implemented automation in Jira Service Desk
* Created Pages, Child Pages, Spaces and Macros in Confluence
* Integrated Jira with Confluence, Bitbucket and Bamboo
* Actively participated in Daily Scrum meeting and Team meetings.
* An effective communicator & negotiator with strong analytical, problem solving and organizational capabilities
* Proven success during the tenure of current employment.

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| **Technical Skills** |
| **JIRA**   * Created JIRA workflows including advanced workflows with **Post-functions, Conditions, Validators and Triggers** * Migrated the Jira, Confluence data from Server to Data Center * Migrated the Jira, Confluence data from Data Center to Atlassian Cloud * Migrated Jira and Confluence from Linux to AWS-EC2 * 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 of the tool * Good hands on in writing JQL queries and filters for JIRA * Very Good Exposure in Agile Boards – **Scrum and Kanban** project implementation, **Epics, Stories and bug**. Configured columns, Filters and reports for sprints * Created events, email notification schemes and assigned project roles on JIRA * Worked on generating reports for senior management on JIRA using gadgets * Profound in JIRA **Service Desk/Tickets** * Hands on customization of SLA s and calendar for projects * good exposure in projects export and imports and merged different environments into single * Integrated JIRA with Single Sign-on (**SSO)** plug-in   **CONFLUENCE**   * Created and restricted spaces, templates, layouts for the users and groups * Managed space permissions and global permissions for the users * Participated in Version and license up-gradation with the team * Organized master and branches pages’ well * Had good knowledge in Database clustering and taking the Jira, Confluence DB backup’s   **CROWD**   * I have Good experience in Creation of users, groups and directories and their access permissions * Integrated with other Atlassian products like Jira, Confluence, etc., and synchronized the users along with the groups * Managed Audit log timely   **GIT & BITBUCKET**   * Extensively worked with GIT in Creating the repositories * Good at integrating GIT to Bit-Bucket repositories, Creating the projects and cloning the repositories * Have good knowledge in Handling Multiple Repositories with fork, Merging of repositories, Creation of hooks and Web-hooks   **BAMBOO**   * Done the CI/CD pipelines for code deployment using Atlassian bamboo with different types of triggers * 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. * Managed the local and remote agents while deployment * Experienced in Client Focused Environment   **JENKINS**   * I have Configured the global tools and its management for CI/CD implementation * Linked with Git, GITHUB, Bitbucket repositories for its Deployment * Created users and given permission access throughout the application tool |

**Education**

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| **Subject/ Specialization** | **College/ University** | **Year of Passing** |
| BTech | K L University | 2017 |

**Professional Experience**

* Working as a Sr. Jira Administrator in **HCL Technologies Ltd, Bangalore** from **December 2017 to till date.**

**Roles & Responsibilities @HCL Technologies Ltd.:-**

* Managing and checking the overall 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.
* Train Business leads with the new JIRA functionalities.
* I have very good exposure in Shell scripting using BASH, CShell& Groovy.
* Very good exposure in DC and DR implementation.
* Installed and tested various plug ins/add-on (s)
* Communicate effectively with customers and clients to create strong professional client relationships.
* Create complex JIRA workflows including project workflows, field configurations, screen schemes, permission schemes and notification schemes in JIRA.
* Manage user permissions to tools according to the needs of projects and teams.
* Lead and provide technical assistance and/or training in using JIRA and Confluence and other tools as identified.
* Work closely with other teams to define best practices for using lab tools across the organization and company.
* Test new versions of the tools and plug-ins to ensure compatibility.
* Researches and utilize industry methods and techniques.

**Project #1**

**Title : Intel, Bangalore Jan 2020 to Till Date  
Role : Jira Administrator**

**Team : 3**

**Responsibilities:**

* Create complex JIRA workflows including project workflows, field configurations, screen schemes, permission schemes and notification schemes in JIRA.
* Manage user permissions to tools according to the needs of projects and teams.
* Lead and provide technical assistance and/or training in using JIRA and Confluence and other tools as identified.
* Creation of Jira Projects based on user request.
* Use agile methodology throughout the project. Involved in weekly and daily bases release management.
* Working with a strong team of architectures, backend developers to gather function and non-functional requirements.
* Responsible for administrating all Atlassian Products such as Jira & Confluence
* Responsible for production support on high availability
* Tracking and troubleshooting all the production issues
* Responsible for creation of custom workflows as per user requirements
* Upgraded Jira from v5.2 to v6.4.4 by taking overall ownership
* Expertise in all Jira project configuration schemes
* Creating users, projects and providing required permissions
* Migration done from one project to other
* Responsible for checking backups that are created on weekends and purging of old backups
* Creating confluence spaces and providing required permissions to users
* Creating Repositories and configuring to Jira projects
* Applied application links to all the Atlassian products
* Expert in Importing bulk issues into Jira projects using CSV files
* Assisting users on using Jira Agile
* Restarting and re-indexing Jira on timely basis
* Installing/updating Jira plugins
* Configuring Jira gadgets on Dashboards.
* Managing both Jira production site and Dev sites
* Involved in source control management with GitHub Enterprise level repositories. Regular activities include configure user’s access levels, monitor logs, identifying merge conflicts and managing master repository.
* Automated the process using plugins available Jenkins and move from one environment to other throughout the build pipeline.
* Produced scripts for viable combination of JIRA applications with different tools.
* Customized both JIRA and Confluence to integrate into the pre-existing systems with an eye towards making the programs extensions of their systems, and not hindrances to their systems.
* Created Custom workflows, custom screens and custom fields on JIRA.
* Migrated JIRA across environments and worked on JIRA database dumps.
* Cloning the Jira Projects.
* Created various Projects, Plans, Jobs, Versions and releases in Bamboo
* Re-indexing Jira on timely basis.
* Creating spaces in Confluence.
* Providing privileges to the users.
* Creation of new Jira users and Jira groups.
* Implementing Jira workflows using advanced features such as Post functions, Conditions and Validator.
* Experience in configuring Field configurations, Notification schemes, Screen Schemes, Permission Schemes in Jira Projects.
* Work closely with other teams to define best practices for using lab tools across the organization and company.
* Test new versions of the tools and plug-ins to ensure compatibility.
* Researches and utilize industry methods and techniques.

**Description:**

Intel Corporation is an American multinational corporation and technology company head quartered in Santa Clara, California, in Silicon Valley. Intel Corporation is an American [multinational corporation](https://en.wikipedia.org/wiki/Multinational_corporation) and [technology company](https://en.wikipedia.org/wiki/Technology_company) headquartered in [Santa Clara](https://en.wikipedia.org/wiki/Santa_Clara,_California), [California](https://en.wikipedia.org/wiki/California), in [Silicon Valley](https://en.wikipedia.org/wiki/Silicon_Valley). It is the world's largest [semiconductor chip](https://en.wikipedia.org/wiki/Semiconductor_chip) manufacturer by revenue, and is the developer of the [x86](https://en.wikipedia.org/wiki/X86) series of [microprocessors](https://en.wikipedia.org/wiki/Microprocessor), the processors found in most personal computers (PCs). [Incorporated in Delaware](https://en.wikipedia.org/wiki/Delaware_General_Corporation_Law), Intel ranked No. 45 in the 2020 [Fortune 500](https://en.wikipedia.org/wiki/Fortune_500) list of the largest United States corporations by total revenue during nearly a decade

**Project #2**

**Title : Merck Dec 2017 to Dec 2019**

**Role : Jira Administrator**

**Team : 5**

**Responsibilities:**

* Create complex JIRA workflows including project workflows, field configurations, screen schemes, permission schemes and notification schemes.
* Installation and configuration of continuous Integration servers.
* Helping Scrum master across the company to customize JIRA for their requirements.
* Work closely with stakeholders to successfully complete IT infrastructure projects.
* Take the overall responsibility for the Jira configuration and be the go-to person for any Jira issues, enhancements or best practice question.
* Serve as a technical advisor and the primary implementer for new capabilities in JIRA.
* Create team specific agile process flow in JIRA to move tasks from one activity to another.
* Create customized dashboards for teams.
* JIRA installation and upgrade.
* Setup JIRA for project management.
* Managing users and groups permission.
* Configure Bamboo build and deployment plans.
* Responsible for deployment of code and releases.
* Preparing documents.
* 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
* Managing Issue type screens
* Responsible for creation of custom workflows
* Involved in the Business logic developed of tools for compatibility of project services.
* Responded 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.
* Supported maintenance and improvement activities by installation of security patches and related fixtures.
* Participated in learning of scripting languages such as Linux and JAVA for project management.
* Reported performance related issues to management by analysis and tracking of existing systems
* Developed technical solutions by coordination with internal project teams and understanding of requirements.
* Responded to all incoming questions and inquiries related to JIRA applications.
* Prepared projects, dashboards, reports and questions for all JIRA related services.
* Generated scripts for effective integration of JIRA applications with other tools.
* Suggested improvement processes for screens, workflow procedures and reports of applications.
* Conducted analysis and evaluation of existing systems to upgrade latest versions of JIRA.
* Assisted in assessment of existing production systems and configuration services for upgrading.
* Verified the version compatibility of Jira APIs after upgrading to V6.3
* Assisted on usage of Agile planning to the respective users
* Created Agile planning boards
* Integrated Jira issues with story points, Epics etc.,
* Creation of Spaces, Pages, Child pages, Templates in Confluence.
* Performed Import and Export operations in Confluence.
* Helping Scrum master across the company to customize JIRA for their requirements.
* Work closely with stakeholders to successfully complete IT infrastructure projects.
* Take the overall responsibility for the Jira configuration and be the go-to person for any Jira issues, enhancements or best practice question.
* Serve as a technical advisor and the primary implementer for new capabilities in JIRA.
* 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).
* Provide support for the application and infrastructure including troubleshooting, performance tuning.
* Integrate User with Microsoft Active Directory.
* Integrating JIRA with Confluence Fisheye &Crucible.
* Provide project level and plan based permissions
* Developing confluence pages. Provide support for the application and infrastructure including troubleshooting, performance tuning.
* Integrate User with Microsoft Active Directory.

**Description:**

The Merck Group, branded and commonly known as Merck, is a German multinational science and technology company headquartered in Darmstadt, with about 57,000 employees and present in 66 countries. The group includes around 250 companies; the main company is Merck KGaA in Germany.