**Nukala Shankar Sr. Atlassian Administrator**

Cell:(998) 90-80013| [Nnukalashankar@gmail.com](mailto:Nnukalashankar@gmail.com)

**CAREER OBJECTIVE**

A dynamic Technocrat and positive IT Professional having almost 9**+** years of rich & professional

Experience; Involved in Jira administration; support and now seeks challengingopportunities to utilize the acquired skills/ knowledge to drive IT initiatives, contributing to organizationalgrowth and professional self-development. Dedicated to optimization, experienced DevOps Engineer, understands the melding of operations and development to quickly deliver code to customers.

**Profile Summary:**

* **Jira, Confluence, Bitbucket**
* **Bamboo/Jenkins**
* **CI & CD with Bamboo/Jenkins**
* **GIT/GITHUB**
* **AWS-EC2/Atlassian Cloud**
* 10 +years of experience inIT Industry as a Atlassian Sr. Jira Administrator/DevOps Engineer.
* I have very good exposure inAtlassian tools Administration, Analysis, Design, Development, Project management, Agile methodologies, **JiraCore**, **JiraAgile**,**JiraServiceDesk**,**Confluence**, **Crowd**,**Bitbucket**,**Bamboo**,**Jenkins**, ITIL Management (**Service Now**) and Collaboration tools and working with Complex Workflows and Managing Plugins.
* **9+** years of experience in **Jira Administrator**&**Service Now**
* Experience in **AWS-EC2**, Atlassian Cloud & Hosted the Servers in **AWS-EC2**
* Experience with Jenkinsas Continuous Integration / Continuous Deployment Tool (**CI & CD**) and strong expertise with Ant and Maven Build Frameworks.
* I have installed, migrated, upgraded &deployment Configuration, patching, provisioning, server for all Atlassian tools and Jenkins.
* Experience in Software Development Lifecycle (SDLC) involved in Analysis, Design, Implementation, Testing and Deployment of Object Oriented, Client-Server, Web-Based, Distributed.
* I have created Spaces, Pages, Child Pages, Macros, Templates in Confluence.
* I have migrated Spaces, Pages from Development to Production Servers
* I have integrated Confluence with Jira, whoever having the access of Jira to get access in Confluence.
* Implemented Style Sheets for Spaces in Confluence
* Integrated Bitbucket with Bamboo and Jenkins
* Configured Git/GITHUB with Bitbucket to review the code and creation of various branches
* Configured X-Ray and Zepher add-ons to automate the testing in Jira
* Evaluating and managing the usage of Atlassian add-ons to meet team and business needs.
* Migrating the Jira, Confluence, DB from Windows to Linux/AWS-EC2 environment.
* Experience in Jira, Confluence Up gradation & Migration from lower version to new version (Both core application up gradation.)
* Data Center**(DC)** and Disaster Recovery**(DR)** implementation for Atlassian Products with Load Balancer F5 & mod\_proxy
* Expert in configuration of **Mail, Crowd ,AD/LDAP, SSL** and **SSO for all AtlassianProducts**
* I have configured **Jira Service DeskQueues**, **SLA’s**, **Automations** and **Portals**. Also, Created Agents, users, and Groups
* Very Good Exposure in Agile project implementation, Story points, Sprints, Components, Versions, Epics, Stories and Boards
* Create Customized Dashboards, JQL Filters and shared with teams and used them on gadgets.
* Creating a change request, work orders and problem tickets using BMC Remedy tool and getting approvals from higher officials.
* Experience with Jira 7.x and 8.x environments, with ability to create Jira workflow, screen schemes, permissions schemes, and notification schemes.
* Worked on around 24 add-ons like SVN, X-Ray, Zephyer, Project Configurator, Recycle Bin, JSU, Issue Trash, CRM, Tempo and Project Portfolio etc.
* Used eazyBI& all one reporter for reports, charts, and dashboards add-on for JIRA.
* Managed JIRA Add-ons and Worked on Setup JIRA for Helpdesk/Tickets
* Interact with business analysts and software developers for bug reviews and taken an interest in QA meetings.
* Provided end to end training to Business and end users
* Experience in **Confluence**- Assigned user personal Space, pages, child pages, macros, digital signature and provided assistance in using Confluence
* Worked with users to fix the internal errors in **SVN, GIT/GITHUB and TFS** repositories that halt the migration.
* Configured **CI & CD** with **Bamboo** and **Jenkins**
* I have implemented Master and Slave node configuration in Jenkins. Also, implemented shared node options to share the load with another node
* Worked on Build Automation and Continuous Integration tools like **ANT**1.8**, Maven**2.x/3.x, Jenkins, Bamboo and Cruise Control.
* Experience with using **REST API**services provided by Atlassian. Experience with integration of Jira with third-party systems such as Service Now.
* Extensively used Jenkins for continuous integration to setup the nightly builds and for deploying artifacts into corporate archive repository.

**Technical Proficiencies:**

**Atlassian Tools** : Jira, Jira Service Desk (JSD), Confluence,

Jira Service Management (JSM), Crowd, Bitbucket,

Bamboo and AWS-EC2

**Application Server** : Oracle Weblogic, Apache Tomcat and JBoss

**Version Control Tools** : GIT, SVN, GIT Hub

**Databases :** Oracle 11g/12C, SQL/PL SQL and SQL Server

**Operating System** : Ubuntu, Linux and WINDOWS.

**Build Tools :** ANT and Maven

**CI Tools :** Jenkins and Bamboo

**Other Tools :** Putty and WinSCP

**Scripting Languages** : Groovy Scripting/Unix Shell Programming

**Cloud Platform** : Amazon Web services (**AWS**), Atlassian cloud

**Migration :** On Prem to Jira Cloud/Confluence/

**SSL/SSO :** SSL /SSO implementation for Atlassian Tools

**DNS** : DNS Configuration from Jira/Confluence

**Education Details:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qualification** | **Institution** | **Board/University** | **Year of passing** | **Percentage of Marks** |
| M.B.A | Jawaharlal Nehru Institute of Technology & Sciences IBP, HYD | J.N.T.U.H  Hyderabad, TS | 2011 | 78% |
| B.SC | Nagarjuna Govt. Degree  College, Nalgonda | Osmania University  Hyderabad, TS | 2009 | 75% |
| Intermediate (M.P.C) | Deepthi Junior College, Nalgonda | Board of Intermediate Education, TS | 2006 | 94.2% |
| S.S.C | Sandeepani Public School, Kattangur | Board of secondary Education, TS | 2004 | 85% |

**Organizational Experience:**

* Worked as Jira admin in IBM technologies from Feb 2013 to Jan 2019.
* Currently working as an **Sr. Jira Administrator** in INFOSYS Limited from Feb 2019 to till date.

**Jira/Confluence / Bitbucket**

* I have very good exposure in Jira, Confluence, Crowd, Bitbucket installation, configuration, up gradation, migration from Windows to Linux environment.
* Good Exposure in implementation of Workflows, Screens, Custom Variables and Post functions in Workflows.
* I have done the upgradation from Jira 7.0.0 to 7.5.8& 7.5.8 to 7.13.4 & 7.13.4 to 8.5.3&&8.5.3 to 8.13.22 and 8.13.22 to 9.4.2
* Migrated from Oracle Database to MY SQL Server.
* Implemented post functions in advance workflows. We are driving towards continuous integration and continuous delivery using Jenkins and Ansible for Docker image building and deployment.
* Good Exposure in Dashboards and Scrum boards implementation.
* Implemented Single Sign-on implementation – SSO. Also, configured SSL
* Dash boards Creation, Custom fields creation
* Creating Spaces, providing Confluence user access and roles
* Workflows & Advance Workflows, Screens Developments.
* I have configured Jira Service Desk queues, SLA’s and Portals. Also, Created Agents, usersand Groups
* Very good exposure in DC and DR implementation
* I have implementation Nagios and App Dynamics tool for monitoring purpose
* 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

**Helping to Scrum Master & Team**

* Helped to scrum master role in Mobile development project.
* Coordinate with Customer Management and Development, testand Environments teams to drive the project to success.
* Conducted various sprint ceremonies like Start-up Meeting, Sprint Planning, daily stand-up meeting, Sprint Review, Sprint Retrospection, Scrum of Scrum, Backlog grooming and Release planning.
* Managed onsite/offshore teams effectively.

**Project 1:**

Position: Dev Ops Engineer /Jira Admin Feb 2019 to Current

**Client:**AMD Advanced Micro Devices, Inc.

**Project Description:**

**Advanced Micro Devices, Inc. (AMD),** global company that specializes in manufacturing [semiconductor devices](https://www.britannica.com/technology/semiconductor-device) used in computer processing. The company also produces flash memories, graphics processors, motherboard [chip](https://www.britannica.com/technology/integrated-circuit) sets, and a variety of components used in consumer electronics goods.AMD is the only company in the world with both high-performance compute and high-performance graphics technology and the expertise to combine them into custom solutions. The company is a major supplier of [microprocessors](https://www.britannica.com/technology/microprocessor) (computer chips). AMD is based in [Sunnyvale](https://www.britannica.com/place/Sunnyvale), [California](https://www.britannica.com/place/California-state).

**Responsibilities:**

* Currently working as Atlassian Systems Lead handling Build&Release tools, Bamboo, Bitbucket, Jira and Confluence.
* Experience in SVN, JIRA, and Jenkins. Responsible for creating the project space in Confluence.
* Experienced in installation, configuration, usage and management on AWS-EC2 (Amazon Web Services), Jenkins and GIT/GITHUB, SVN for application servers.
* Worked on Plugins related our SCM tools under Jenkins for implementing Java projects using ANT/Maven.
* Creating fully automated CI build and deployment infrastructure and processes for multiple projects
* Installing, configuring, and maintaining Continuous Integration, Automation and Configuration Management tools
* Configured Docker agents in Bamboo and Jenkins
* Up gradation and Migration of Stash/Bitbucket, Bamboo, Jira.
* Implementing and developing solutions enabling Development and Operations teams to build, deploy, monitor and test applications and environments
* Installed JIRA Suite utilities plugin that provides additional workflow features such as conditions, validator, Post-functions, and workflow properties
* Implemented SSO/SSL for all Atlassian Tools- Jira, Confluence, Bitbucket and Bamboo
* Evaluating and advising on virtualization and containerization solutions
* Contracted to serve as the JIRA Systems Administrator for the international JIRA/Confluence infrastructure, including all associated programs, plugins and systems
* 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 users on Active Directory/LDAP, synched the users on Jira and assigned groups and spaces
* Installed and managed plug-ins for Jira and confluence in production environment.
* Managed JIRA Add-ons and Worked on Setup JIRA for Helpdesk/Tickets.
* Published Jira gadgets and Dashboards on Confluence Spaces, Pages, Child page.
* Setup Continuous Integration environment using Jira, Bamboo, Bitbucket and Ant Script.
* Worked with Jira Service Desk 3.0.x to set up service desk, creates service desk request types, and makes queues for service desk teams.
* Prepared Shell and Groovy Scripts
* Prepared REST API data to create projects, users and tickets in Jira
* Configure the JIRA workflow for the project for improvement processes for screens, workflow procedures and reports of applications as per business requirement.
* Maintained JIRA team and program tech lead with Change management review Dashboards.
* Worked as team JIRA administrator providing access, working assigned tickets, and teaming with project developers to test product requirements/bugs/new improvements.
* Responsible for all production related changes builds and deployments. Creates SVN branches for parallel release.
* Developing Confluence pages and integrated with JIRA.
* Create team specific agile process flow in JIRA to move tasks from one activity to another.
* Able to create complex JIRA workflows including project workflow screen scheme and notification schemes in JIRA.
* Creating and modify workflows code using VB scripting.
* Set up and configured Git repositories for Git Hub on Linux server/windows desktop and used Git commands to initialize/update repositories.
* Resolved issues as they arise with JIRA projects and Confluence in coordination with JIRA hosting partner team.
* Created and managed JIRA templates and complex JIRA workflows including project workflows, screen schemes, permission schemes, and notification schemes and other functionality in support of departmental customers.
* Migrated all build jobs from Hudson to Jenkins/Bamboos
* I have resolved L1, L2 and L3 ticketswith in SLA time
* Preparing Documents like HLD, DLD and LLD
* Provided ongoing support and configuration for JIRA projects, workflows, screens, fields, permissions and other administrative tasks.
* Addressed user questions and develop training as needed, worked in incoming questions and inquires related to JIRA applications.

**Environment:** Atlassian Suite (Stash/Bitbucket, Jira, Confluence, Crowd), GIT/GITHUB, ANT, Maven, Jenkins, Bamboo, Jenkins Enterprise, UNIX, Linux, Groovy / Shell Scripts, Windows, REST API, AWS-EC2, MS-Azure.

**Project 2:**

Position: Jira Admin OCT 2015to Jan 2019

**CLIENT:Viacom - MTV Networks**

**Project Description:**

Viacom International is an information management company having more than 300 websites like mtv.com, nickjr.com, comedycentral.com, vh1.com etc. The Platform Site Support group will provide support for sites and application services that are implemented on platforms and technologies that are standard within MTV Online. We started supporting 75 sites and do performance tuning and capacity planning. We are basically responsible for any site outages and transaction failures. Also, responsible for all tools like Jira, confluence, Crowd and etc

**Responsibilities:**

* Worked as Atlassian Systems Lead handling JIRA, Confluence, and JIRA Agile.
* Worked on JIRA customization such as creating Issue type schemes, Complex Workflows, Field Configurations.
* Created and Modifies Existing Permissions schemes, Screen schemes and Notification schemes for all projects as per Team's requirement.
* Creating project for testing team based on Zephyr plug-in.
* Working on JIRA Agile projects like Creating Scrum/Kanban boards, configured columns, Filters and Reports for Sprints.
* JIRA customization – Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes.
* Creating a change requests, work orders and problem tickets using BMC Remedy tool and getting approvals from higher officials.
* Performed migration of application from V6.x to 7.x and also upgraded WebLogic instances from 6.x to 7.x.
* Connected Fisheye to the mercurial repository on Bitbucket for overview of source code and also setup Crucible for code review.
* Worked on JIRA installation and upgrade and Performed JIRA configuration and Achieved JIRA setup for Helpdesk/Tickets
* Worked on JIRA Service Desk workflows which include project workflows, screen schemes and permission schemes.
* Up gradation and Migration of JIRA, Stash/ Bit bucket, Bamboo. Created/Managed Users and Groups in Jira.
* 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 using a JQL or by configuring manually.
* Upgraded all the plugins and applications (Stash, Confluence, Jira and FishEye) and synced with the old production applications.
* Investigating the Jenkins logs and troubleshooting to fix the issues for failed builds.
* Implemented Crowd with Single Sign On for the Atlassian applications.
* Fish Eye Crucible also used as SCM by using the repositories of GIT ,Bit bucket for together all the information from created repositories.
* For planning purpose I have used plugins Structure add-ons and Project portfolio**.**
* Developed an Automated Build & Deployment Process across large Java projects using ANT/Maven.
* Automated the build and release cycles.
* Created user accounts, and technical documents documenting JIRA project configurations provided training sessions.
* Worked on JQL (Jira Query Language) filters, Dashboards, Gadgets for users.
* Creating reports, charts and dashboards for JIRA with eazyBI Plugin and managed documentation for DevOps pipeline using Confluence.
* Worked as team JIRA administrator providing access, working assigned tickets, and teaming with project developers to test product requirements/bugs/new improvements.
* Assisted portfolio management in defining portfolio/project scope, resource demand, benefits and risks during the discovery phase; spearheaded discovery efforts.
* TestRail supports integrating with all major JIRA versions, including JIRA Cloud and JIRA Server 5.x –6.x- 7.x.
* Monitor Jira logs when performing migrations, troubleshooting users/system issues.

**Environment:** JIRA, Jira Service desk, Bitbucket, Stash, Crowd , Confluence, GIT, JQL, SQL Ant, Maven, portfolio, Shell Scripts, UNIX, Linux, VMware, Zephyr, Infrastructure.

**Project 3:**

Position: Jira Admin Feb 2013 to Sep 2015

**CLIENT: Presbyterian Healthcare Services, New Mexico**

* Worked with cross- business process.
* Coordinated with team leads to determine needs and how best to implement JIRA within department to the agile process.
* Setup Dashboards, build Filters using JQL and subscribe to receive notifications/Alerts
* Developing application by Customizing Fields, Permission and Workflow.
* Installed and upgraded JIRA and its Plug-ins in production to keep up to date.
* Setup JIRA "Timesheet Report" plug-in to help users for time-tracking on their dashboards using a JQL or by configuring manually.
* Customized workflows and associated to the projects as per the team's requirement
* Created JIRA projects, templates, workflows, screens, fields and other administrative activities
* Evaluated and repaired existing Atlassian Suite installation in preparation for upgrade.
* Evaluated existing JIRA instance and resolved performance issues.
* Evaluated existing architecture and implemented changes based on Atlassian best practices.
* Worked with engineering tools team to implement JIRA for agile development.
* Integrated the Rally connector so that defects can be tracked in both JIRA and Rally.
* Migrated a second version of JIRA into the main production version of JIRA.
* Integrated Green Hopper with JIRA and Confluence as trusted applications.
* Implemented Crowd with Single Sign on for the Atlassian applications.
* Created new permission scheme so end users only see the projects they need to see.
* Redirected current URLs to exclude port numbers.
* Created a step by step guide to create a project in JIRA & worked with users to fix the internal errors in SVN repositories that halt the migration. Integrated Jira with CRM tool Salesforces, Test Management tool Zephyr & Repository Management tool SVN
* Mentor, coordinator and leadership roles in creation and execution of Software implementation
* Experience to administer Software Planner ALM for requirements management.
* 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.
* Conducted trainings for teams on team collaboration on effective use of Jira & confluence.
* 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
* Deploy and monitor scalable infrastructure on Amazon web services (AWS) & configuration management

# PERSONAL DETAILS

Date of Birth : 26-11-1988

Father’s Name : Nukala Lingaiah

Gender : Male

PAN No : AJFPN1762L

Aadhar No : 9058 8430 6021

Passport No : P8319214 (Exp Date: 08/03/2027)

Languages Known : English, Teluguand Hindi

Hobbies : Browsing, Cooking, Swimming, Listening Music

Address : H no. 3-82/A, BC colony, Pamanagundla, Kattangur,

# Nalgonda (Dist), Telangana 508205