**N V YAGNA THEJA**

**JIRA Administrator & Developer**

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Summary

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| Objective | Willing to work as a key player in challenging and creative environment, which will help me to explore myself & to provide my participation in the organization growth. |
| Professional  summary | * Having 5.3 years of working experience on Atlassian Products like JIRA, JIRA Agile, JSM, JWM, Confluence, in Windows & Atlassian Cloud. * Having exp in JIRA developemet with using Groovy language and script runner plugin. * I have very good exposure in Jira, Confluence, Installation, up gradation, migration merging in Windows and Atlassian Cloud * Assisted Scrum team in preparing the Sprint backlog. * Very good exposure in Agile project implementation**,** SprintsandEpics. * Good experience in creating various projects likeBasic, Scrum and Kanban. * Good exposure in implementing Workflows, Screens, Custom field’s implementations. * I have good experience in using Validations, Conditions, Post functions, and Properties in advanced workflows. * I have implemented Mail configurationin Jira**.** * I have implemented the Application Links. * Installed and tested various add-ons. * I have very good knowledge in Database clustering and taking the Jira, Confluence DB backups. * Preparing documentation plan, estimating work, and assigning work to the team. * Good exposure in Dashboards and Filter implementation. * Good experience in creating Reports. * I have good knowledge in implementing Version Controllers like GIT. * I have good experience in implementing Confluence Spaces, Pages, Child pages and performed Import and Export operations. * I have Very Good knowledge in Script runner, JSU, Structure, Configuration manager for JIRA, Dynamic Forms, Insight, JETI, JMWE, Extension for JIRA service desk and X-Ray. * I have Experience Working on Atlassian Server, DC and Cloud. * I have installed JIRA, Confluence, JIRA Service Desk in Windows. * Worked on Issue Types, Workflows, Screens, Custom Fields, Permissions, Resolutions, Priority, Issue Security Levels, and Notification Schemes for JIRA Projects. * Setup new project and shared config template in scratch onwards. * Setup User management like user creation, Groups and Access. * Created events, email Notification Schemes, and Assigned Project Roles in JIRA. * Created custom dashboards, advance filters and formula-based fields. * Created the Permission Schemes to restrict the users in Project level. * Setup Agent & Portal view in JIRA ServiceDesk projects. * Exp in JIRA Installation, Upgradation, Migration & Plug-in’s as well  |  |  | | --- | --- | | Jira Upgradation | Jira version 7.12.0 to 8.2.0 upgraded.  Jira version 8.2.0 to 8.20.0 upgraded. | | Jira Migration | Server to Cloud. | |
| Experience | * Currently Working as a JIRA Administrator & Developer in **Wipro.** * Worked on JIRA Adminisator in **Collabridge Pvt Ltd.** |
| Education | * **BCA at Dr.C.V.Raman University** in 2017 |
| Technical skills | Software’s & Tools : JIRA-Software, JSM, JWM,  Confluence and Agile.  Operating System : Windows & Cloud. |
| Company details | **Company : Wipro**  **Duration : Aug 2021 – Till Date**  **Role : JIRA Administrator & Developer.**  **Atlassian Tools : JIRA, Confluence, JSM, Agile Mythology.**  **Responsibilities:**   * JIRA installation, Integartion and upgrade. * Setup JIRA for project management in various tools. * Managing users and groups permission. in user management. * Creation of Spaces, Pages, Child pages, Templates in Confluence. * Performed Import and Export operations in Confluence. * Take the overall responsibility for the Jira configuration and be the go-to person for any Jira issues, enhancements or best practice question. * Good knowledge on JIRA Script runner, and able to handle automation and behaviors with groovy script. * 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. * Provide project level and plan based permissions. * Preparing documents. * 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.   **Company : Collabridge Pvt Ltd.**  **Duration : Nov 2017 – May 2021.**  **Role : JIRA Administrator.**  **Atlassian Tools : Jira, JSM, Confluence, JWM.**  **Responsibilities:**   * Maintaining JIRA & Confluence Instance * Creation of new JIRA users and JIRA groups * Re-indexing JIRA on timely basis * Creation of JIRA Projects based on user request. * Cloning the JIRA Projects * Creating spaces in Confluence * Implementing JIRA workflows using advanced features such as Post functions, Conditions and Validations * Experience in configuring Field configurations, Notification schemes, Screen Schemes, Permission Schemes in JIRA Projects * Creating JIRA Service Desk projects, Custom fields, Issue Types and screens for Customer portals * Configure the Customer Portal, request types, queues, SLA metrics and automation. * Installing plug-ins and maintaining the licenses * Troubleshooting the problems in JIRA * Creating and managing filters. * Managing Groups and Role management based on projects. * Prioritizing workload and resolving tickets based on Service Level Agreements * Integration of JIRA with other applications using plug-ins * Importing bulk issues into JIRA Projects using CSV files * Taken ownership in checking Plug-in compatibility and UAT pre-upgrade of JIRA. * Restarting JIRA, performance monitoring of JIRA instances and checking log and backup files. |