**Adapa Nandini**

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Mobile : 91-8498844361

**Professional Experience:**

* Having 5+ years of experience in Atlassian Administration, Configuration of Jira, Jira Service Desk, REST API, Groovy Scripting, Confluence, Bitbucket, Crowd and Windows, Linux, Azure, 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
* Installed and configured the Atlassian Products – Jira, Confluence and Bitbucket on Windows & Azure environment.
* Experience in providing training to development teams on how to track, plan and analyze using JIRA.
* Coordinating and tracking all projects for seamless releases using Project Management System JIRA.
* I have very good exposure in Jira, Confluence, Crowd, Bitbucket Installation, Configuration, Upgradation, migration in Windows and Data center to Atlassian cloud migration.
* 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.
* Involved in Preparing of various Groovy Scripts, behaviors, and scripted fields.
* Installed and configured the Jira Service Desk
* Crated SLA’s, Queues and Portals for various business requirement
* Implemented automation in Jira Service Desk
* Performed major and minor upgradations.
* Dashboards creation using Rich filters, Filters using JQL Development and assisting users in subscribing to filters using crone job expressions.
* Created Pages, Child Pages, Spaces and Macros in Confluence
* Integrated Jira with Confluence and Bitbucket
* An effective communicator & negotiator with strong analytical, problem solving and organizational capabilities.
* Proven success during the tenure of current employment.

**Work Experience:**

* Worked as **Jira Administrator** at **Accenture Pvt Ltd** Hyderabad from March 2018 to till date.

**Academic Profile:**

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| --- | --- | --- | --- |
| **QUALIFICATION** | **PERIOD** | **INSTITUTION** | **BOARD /UNIVERSITY** |
| B.Tech | 2012 - 2016 | Sai Spoorthi Institute of Technology | JNTUH |

**Technical Skills:**

Sound grasps over administration and configuration of tools:

* Jira
* Jira Service Desk
* Confluence
* Bitbucket
* Crowd
* SQL Server
* Atlassian Cloud
* Automation rules.
* Script runner.

**Project Details:**

**Roles & Responsibilities:**

* 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 Azure AD, Network, and Infrastructure.
* Train Business leads with the new JIRA functionalities.
* 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.
* Research and utilize industry methods and techniques.

**Project #2**

**Title : 5G  
Role : Sr.** Jira/Confluence/Jira Service Desk Administrator

**Team : 5**

**Duration : Feb 2021 to till date**

**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 by taking overall ownership.
* Implemented SSL/SSO
* Have done environment refresh from Prod to Non-Prod.
* 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
* 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.
* 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.
* Research and utilize industry methods and techniques.
* Experience in installation and configuring add-ons such as Time to SLA, Enhancer for Jira, Rich Filters, JSU, Zephyr Squad, Extensions for JSD, Scheduler, Elements Copy and Sync, Pivot Reports, Tenable.io, Kantega SSO, Adaptivity Script runner, Configuration Manager, TFS4Jira, Automation for Jira,
* Performed Environment refresh from Production to non-production Environments.
* Develop training for groups of JIRA users and conduct classes on a regular basis.
* Develop guide and documentation for JIRA features and best practices.
* Develop documentation around JIRA admin process and procedures.
* Created the Permission Schemes to restrict the users in Project level.

Synchronized the Users from AD to Crowd for Jira licensed users and Created users in JIRA Internal Directory for ACP customers.

**Description:**

Siege SMS provides various solutions to send single or bulk SMS messages using the Internet. ‘Siegsms.com’ is a software product designed as a perfect solution for Sending Bulk SMSs to unlimited mobile numbers at a time.

**Project #1**

**Title : Corporate Systems.**

**Role :** Jira, Confluence and Crowd Administrator

**Team : 5**

**Duration : April 2018 to Jan 2021**

**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 upgradation.
* Setup JIRA for project management.
* Managing users and groups permission.
* 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.
* 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.
* 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.
* 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.
* 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.
* 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.
* 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 Crowd with Microsoft Active Directory.
* Integrating JIRA with Confluence , Crowd and Miro.
* Experience in installation and configuring add-ons such as Time to SLA, Enhancer for Jira, Rich Filters, JSU, Extensions for JSD, Elements Copy and Sync, Tenable.io, Kantega SSO, Adaptivist Script runner, Configuration Manager, Automation for Jira,

**Declaration:**

I hereby declare that the information furnished above is true to my knowledge.

Place :

Date :

(Adapa Nandini).