**NARMADA DEVI**

**JIRA Administrator**



mnarmada695@gmail.com+91-7675071201

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| **Experience Summary** | | | | | |
| * **I have around 5.1 years of experience in Atlassian JIRA Administration, Confluence, Agile, Service desk Support, Administration Good Exposure in Analysis, Design, Development, Project management, agile methodologies, Collaboration tools, Continuous Integration.** * Worked on Issue Types, **Workflows, Screens, Custom Fields, Permissions, Issue Security Levels, and Notification Schemes** for JIRA Projects. * **I have 1 year experience of Atlassian JIRA Development with using Groovy Script.** * **I have very good experience with JIRA management tools and Confluence pages’ development.** * **I have good knowledge with multiple add-on’s (“JSU”, “Script runner”, “Email this issues add-on”, “Dynamic forms”, “extension for JIRA service desk”, “CMJ”, “Automation for JIRA”, “Tempo Time sheet plug-in”, “X-ray”. etc.)** * **Installed and tested various plug ins/add-ons.** * **I have very good knowledge in Database clustering and taking the JIRA, Confluence DB backups.** * **Currently working as JIRA, Confluence, JIRA Service Desk.** * **I have very good knowledge in JIRA, Confluence Up gradation & Migration from lower version to new version (Both Core and Applications up gradation).** * **Good Knowledge in Windows and JIRA, Confluence.** * **Good Exposure in implementation of Work flows, Screens, Custom Variables, Post functions in Work flows.** * **Good Exposure in Dash boards and Scrum boards implementation.** * **Very Good Exposure in Agile project implementation, Sprints, Epics, Stories.** * **I have very good knowledge in Groovy Scripting.** * **I have good exposure in projects export and imports and merged different environments into single.** * **Upgraded** Jira from **v7.1.7 to 8.2.X** version * Expertized in implementing complex workflows using **Conditions**, **Validators** and **Post-Functions** | | | | | |
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| **Skills Summary** | | | | | |
| **Programming Languages** | | Groovy script, Java | | | |
| **Administration Tools** | | JIRA, Confluence, Crowd, and JIRA Service Desk. | |
| **Application Servers** | | Tomcat | | | |
| **Operating System** | | Windows (All Versions) & Cloud. Linux | | | |
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| **Work Experience** | | | | | |
| **Company : SAMSUNG** | | | | | |
| **Client Name** | **SAMSUNG Drivers** | | **Team Size** | | 04 |
| **Start Date** | April 2020 | | **End Date** | | Till Date |
| **Project Description** | Samsung provides these drivers on their website for download, and they are typically updated regularly to improve performance, fix bugs, and provide compatibility with new operating systems and devices. It is recommended to keep your Samsung drivers up-to-date to ensure optimal performance and compatibility with your device. | | | | |
| **Role & Contribution** | Team Member | | | | |
| **Technology &Tools** | JIRA Software, JIRA Service Desk, JIRA Agile, Confluence, JWM, GIT. | | | | |
| **Key Achievements** | * Maintaining JIRA Instance with Administration and Development * JIRA version Up gradation and Migration * Write A groovy script code based on JIRA requirement * Creation of JIRA Projects based on user request. * Migration with service now to Jira service desk. * 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 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 * Migrating JIRA Service Desk project * 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 * Managing Users in Crowd Directories * Troubleshooting user queries on JIRA, Confluence, Fisheye and Crucible applications | | | | |
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| **Company : SAMSUNG** | | | | | |
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| **Client Name:**  SAMSUNG Customer Support Portals | | | | | |
| **Start Date** | FEB 2018 | | **End Date** | | APRIL 2020 |
| **Project Description** | Samsung's customer support portals offer a range of resources and services to help users get the most out of their devices and address any issues that may arise. | | | | |
| **Role & Contribution** | Team Member | | | | |
| **Technology &Tools** | JIRA Software 7.0.0, JIRA Service Desk 3.0.0, JIRA Agile 7.0.0, Confluence. | | | | |
| **Key Achievements** | * Maintaining JIRA & Confluence Instance * JIRA version Up gradation and Migration * Confluence version Up gradation and Migration * Creation of JIRA Projects based on user request. * 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 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 * Migrating JIRA Service Desk project * 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. * Troubleshooting user queries on JIRA, Confluence, Crucible applications | | | | |
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| **Educational Qualification** | | | | | |
| **Education & Credentials** | * BTech (I.T) from NRI INSTITUTE OF TECHNOLOGY in the year 2013. * Intermediate from SRI CHAITANYA Junior College in the year 2009. * S.S.C from BHASHYAM PUBLIC SCHOOL in the year 2007. | | | | |