**Nayana M**

**+91 6302559556 nayanamoharir13@gmail.com**

Around 6+ years of experience in IT industry as **JIRA**, **Confluence**, **Jira Service Desk**, **Crowd**, **FishEye** & **Crucible**, **Bitbucket**, **Bamboo, Groovy Scripting**, **REST API**, **Atlassian Jira Cloud**, AWS-EC2, CI & CD, Pipeline Jobs, Jenkins, Docker in Administrator.

* Manage and Configure Various Atlassian Tools like JIRA, Confluence, Crowd, Bamboo, Bitbucket, Stash, Crucible and Fisheye in the organization.
* Integrating Jira with Crowd Stash/Bit bucket Server.
* Expertized in complex JIRA configurations including configuration of Advanced Workflows, Custom field configurations, Screen Schemes, Permission schemes and Notification schemes.
* Installed required add-ons in Jira
* Certified ITILV3.0
* I have migrated data from in house server to Atlassian Jira Cloud
* Expert in Migration, up gradation and integration
* Test new versions of the tools and plug-ins to ensure compatibility
* Performed application and system administration tasks including data backups.
* Worked on JQL filters, Dashboards, Gadgets.
* Implemented AD/LDAP with Jira/Confluence
* Implemented SSO & SSL
* Prepared various Groovy & Linux Shell Programs
* Experience on complete software development life cycle (SDLC) with software development models like JIRA, Agile Scrum Model
* Performed application and system administration tasks including data backups.
* Integration experience on JIRA with Confluence.
* Up-gradation and Migration of Jira and Confluence instance.
* Prepared Various SDLC/STLC complex workflows with Condition, validation, triggers and Post functions
* Configured Jira Service Desk agents
* Expertized in complex JIRA configurations including configuration of Advanced Workflows, Custom field configurations, Screen Schemes, Permission schemes and Notification schemes.
* Ability to work in a team and Independent.
* Ability to work in round the clock shifts.
* Strong interpersonal, communication and excellent organizational skills
* Good Team player and ability to deliver tasks on time. Strong Analytical and Problem-solving skills with good interpersonal and communications skills.
* Responsible for working a queue of JIRA tickets to address system issues, user requests, etc. daily.
* Responsible for managing user permissions for tools according to the needs of projects and teams.
* Validated best business practices and rules to implement with the new model along with appropriate user approvals and sign-off.

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| **Technical Skillset** |
| |  |  | | --- | --- | | Language | Core JAVA, HTML | | Administration Tools | Service Now, JIRA Core, Jira Service Desk/Management, Jira Agile, Confluence, Bitbucket, Bamboo, GIT, Jenkins, Zephyr, Xray, and ITIL Management. | | Application Servers | Tomcat , JBOSS and WebLogic | | RDBMS | Oracle, MS-SQL Server, PostgreSQL and MySQL | | Operating System | Windows (All Versions), and Linux | | Version Control Tools | SVN, GIT, GITHUB and CVS | | Cloud | AWS-EC2 and ATLASSIAN | |

**Experience:**

* Currently working with CTS, Chennai from May 2016 to Till Date

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| **Atlassian Jira/Confluence/Bitbucket/Bamboo Administrator**  **Client Name**: GAS – A division of SABIC | **April 2020 – Till Date** |

* Been to client location to understand the business process and goals, worked with BU heads, Business Analysts and product owners.
* Migrated the Jira, Confluence data from Server to Data Center
* Migrated the Jira, Confluence data from Data Center to Atlassian Cloud
* I have prepared various REST API, Groovy Scripts
* Designed, implemented and supported an integration solution between the Salesforce, Jira, Rally, Qmetry applications to share tickets across global time zones.
* Implemented Jira, Confluence in AWS-EC2
* Upgraded Jira from 7.10.4 to 8.0.2/8.0.2 to 8.20 version
* Upgraded Confluence from 5.4v to 6.15.4, 6.15.4 to 8.0
* Guiding the team to test the custom plugins after upgrade and helping them in resolving/troubleshooting the issues.
* Connected to MySQL database and maintaining application servers of all Atlassian products.
* Monitoring any security vulnerability issues published by Atlassian and planning for workarounds or permanent fixes.
* Designed an architecture to integrate Jira with Rally to fulfill client team with their customer teams.
* Integrated Jira with CRM tool Salesforce
* Developed ITIL management services using Jira projects.
* Involved in migration of data from Jira to Service-Now.
* Proposed solutions for tracking the development tasks with critical approvals using Jira workflows.
* Prepared many shell scripts to monitor the Jira and Confluence server health.
* Maintaining Jira Software, Jira Service Desk, Confluence, Bitbucket with custom plugin to achieve business goals.
* Molded Java developer to develop Jira plugins and upgrade existing plugins to make them compatible with latest versions
* Developing custom reporting tools, setting up automated health monitoring and alerting for builds and environments.
* Worked very closely with Global Project Teams including IT architects, Operational Architects to ensure the solution is compatible and a long term fit for the company.
* Carried out application Jira, Confluence, Fisheye & Crucible upgrades, database backups, database restore, database performance, backup scripts, deployment of patches and maintained data files and transaction logs.
* Installed and managed Jira, Confluence, Fisheye & Crucible, Oracle, SQL Server and Linux.
* Enhanced profitability through building new relationships with multi-national accounts by supporting customers with technical assistance, resulting in additional business transactions.
* 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.
* Implemented and connected with AD to maintain the users
* Developed a new process design workflow to ensure on-time delivery of all solutions and within the budget leading to increase in monthly productivity by 23%.
* 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.
* Provided technical expertise for analysis and assessment of current security and database configuration services.
* Leading, planning, and managing documentation projects for product releases.
* Upgrade and Migration of Atlassian Products in both Linux and Windows Servers
* Subject Matter Expert in all Jira project schemas such as Custom fields configuration, Screen Schemes, Workflows, Issue type schemes, permission scheme & notification schemes
* Extensive experience in integrating Jira with other applications such as confluence, stash, fisheye & Crucible
* 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

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| **Atlassian Jira/Confluence Administrator July 2016 – March 2020**  **Project Name**: Saudi Arabian SAIPEM |  |

* 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.
* Implementing and developing solutions enabling Development and Operations teams to build, deploy, monitor and test applications and environments
* Implementing monitoring and reporting solutions across a range of environments and platforms
* Evaluating and advising on virtualization and containerization solutions
* Environment provisioning solutions using Docker, Vagrant, Red Hat Satellite
* Setting up and introducing Continuous Deployment processes and advising on best practice
* 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.
* Provided technical expertise for analysis and assessment of current security and database configuration services.
* Leading, planning, and managing documentation projects for product releases.
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* 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
* Participated in reviews and Requirement analysis.
* Exposure in using Bug Tracking Tools.
* Experience in Oracle fusion middleware support
* Excellent analytical and logical programming skills with a good understanding at the conceptual level and possess excellent presentation, interpersonal skills with a strong desire to achieve specified goals.
* Excellent written and verbal communication skills including experience in proposal and presentation creation.

**Qualification:**

* M.Tech from Sree Dattha Institute of Engineering and Science, JNTU Hyderabad.

Place: Thanks,

Hyderabad. M.Nayana