| **Nikhilesh Reddy** | | |
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| Contact Information | |  |
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| | Key Skills | | --- | | * **Jira Core, Jira S/W** * Workflows, Screens * Custom Fields, Boards * User Management * Scrum/Kanban board * Filters/Reports * Up gradation * Migration of instances * Performance Analysis * Indexing, Add-On’s * Application Links * Database Migration * **Confluence** * Space Creation * Child page Creation * Local & Global permissions * Templates /Blue prints * Macros, Collaboration * Migration/Up gradation   **Stash/Bit bucket**   * Installation * Migration * Up gradation * Creation of repositories * Comparisons of Branches * Migration of Database   **Jenkins**   * Project, Plan, Jobs creation * Deployment with Docker * Chef Configuration * Preparation of shell & Python scripts * Implementation of CI & CD * Back up & Restore * Local & Remote Agents * Automation Testing * Artifacts * Master and Slave * Integration with GIT/GITHUB * Jira Service Desk * Crowd * Fisheye & Crucible * Ant * Maven * JDC & JDR * AWS –EC2 and Atlassian Cloud * Oracle 11G/12C * MySQL * SQL Server 2012 R2 * Postgres * Groovy Scripting * **Operating Systems** * Windows * Linux (Red hat & Ubuntu) | |  |
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| **Project #2**  Client : MPHASIS SOFTWARE AND SERVICES PRIVATE LIMITED  Duration : Jan 2020 till Date.  Role : Sr. Jira Administrator  Team : 6  **Project Description:**  Client is a leader in Revenue Management — an emerging enterprise application category that enables companies to align and improve the processes of pricing and quoting, contract development and management, trade settlements and channel incentives, in order to eliminate the revenue leakage and reduce the financial regulatory compliance risk that can cost companies millions per year. Revenue Management has become a core, strategic focus for companies from all industries that deal with competitive pricing, complex contracts, and multiple channels. Client offers a unique approach, optimized for life sciences and high-tech companies that combines industry specific solutions and best practices expertise to enable our customers to better plan and control the processes that drive the entire revenue life cycle for their business.  **Roles & Responsibilities** |  |
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* Create comprehensive JIRA workflows including project workflows, screen schemes, permission schemes, notification schemes etc.
* JIRA project management.
* Managing Groups and Role management
* Customized JIRA Configurations based on project level requirements
* Perform Jira Re-indexing and Integrity Checker
* Creating Spaces, providing Confluence user access and roles
* Creating SVN repository and providing user access and roles
* Authoring test cases and executing them and creating the defects accordingly as per Test management Process, project creation and User management.
* Configuring Bamboo build and Deployment Plans
* Managing Users and Groups permissions
* Running the Bamboo build plans
* Preparing Documents
* Providing Project level and plan based permissions
* Restart the tomcat server through bamboo plan
* Operations support and application troubleshooting
* Responsible for deployment of code and releases
* 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.
* Worked closely with developers and managers to resolve the issues that were risen during the deployments in different environments. Configured Bamboo with Jira to update the build status in Jira tickets under Development tools
* Implemented and connected with AD from Bamboo to maintain the users
* Configured SVN, GIT and GITHUB repositories in Bamboo
* 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%.

**Project #1**

Client : FlEXCAB

Duration : Jun 2016 till Dec 2019

Role : Jira Administrator

Team : 4

**Project Description:**

Client is a leading telecom provider. FLEXCAB is the major billing system for the client performing the billing function for wholesale, PSTN, Mobile and special services. The business objective of Flexcab being the invoicing of customers for the usage of the network, services and products offered by client as a result of the service agreement the customer has reached with client. The FLEXCAB system is made up of many components performing message correction, message billing, reporting, bill invoicing, format of invoicing, credit assessment database including privacy logging functions.

* JIRA configuration
* JIRA customization - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes
* JIRA Training
* Managing Add-on
* Setup JIRA for Helpdesk/Tickets
* Setup JIRA for Project Management
* Setup JIRA for Bug Tracking
* Setup JIRA for Test Case Management
* Configure Agile Boards - Scrum and Kanban
* JIRA & Agile (formerly known as Green hopper) Best Practices
* Integrating JIRA with Confluence, Bit bucket, Bamboo
* Backup and Restore procedures