**Panjala Rajesh**

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***Atlassian Jira, JSM, Confluence Administrator***

**CAREER OBJECTIVE:**

To commit myself and acquire skill up to perfection in whatever field I take up. I would see to that my team/associates are in the path of reaching the Organizational goals and to let my career from behind me, thus enabling myself to focus on the tasks ahead without fear of repeating an effort or making a new one.

**Work Experience Summary:**

* Having 5+ years of experience in JIRA Administration, analysis, design, development, Project management, Agile methodologies JIRA **Core, Jira Service Desk 4.19,** **Jira Agile 9.2**, **Confluence, Fisheye & Crucible, GIT, MySQL**, Collaboration tools, Continuous integration builds server configurations and management.
* I have migrated the Jira, Confluence from Server to Data Center
* I have migrated the Jira, Confluence from Data center to Atlassian Cloud
* Installed and tested various **plug ins/add-on’s**
* Currently working as **Jira, Confluence, FishEye & Crucible** Administrator.
* I have prepared REST API Calls
* Prepared various Groovy and Shell Scripts
* Very good exposure into **AWS-EC2** and **Linux**
* I have implemented **SSL** and **SSO** with **SAML** and **OKTA**
* I have very good knowledge in Jira, Confluence **up-gradation** from lower version to new version (Both Core and Applications up gradation)
* I have created Spaces and migrated to different Servers in Confluence
* Provided required permissions in Confluence for Pages and Child pages
* I have prepared Macros to maintain rendering and tab’s in pages
* Configured and integrated **JIRA** with Various repositories like GIT, GITHUB
* Good Knowledge in Windows and Linux Patch Installation
* Good Exposure in implementation of **Workflows, Screens, Custom Variables, Post functions** in Work flows
* Good Exposure in Dash boards implementation
* Very Good Exposure in Agile project implementation, Sprints, Epics, Stories
* Provided end to end training to Business and end users
* I have very good knowledge in **Mail, Crowd, AD/LDAP** Configuration with Jira & Confluence
* Implemented Master and Slave nodes in Jenkins
* Implemented Single Sign-on implementation
* Experience to administer Software Planner **HP-ALM** for requirements management.

**Skill Set:**

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| |  |  | | --- | --- | | Programing Skills | Groovy, HTML | | Administration Tools | JIRA Core, Jira Service Desk, Jira Agile, Confluence, GIT, Zephyr, Xray, ITIL Management. | | Application Servers | Tomcat 8.x, JBOSS and WebLogic | | RDBMS | MySQL | | Operating System | Windows (All Versions) and Linux | | Version Control Tools | GIT, GITHUB | | Cloud | AWS-EC2 and ATLASSIAN | |

**Work History:**

* Working as a Sr. Jira, Confluence administrator with IBM from JAN 2018 to till date.

**Education Qualification:**

* Bachelor of Technology (ECE) from AVANTHI INSTITUTE OF ENG AND TECHNOLOGY&

affiliated to JNTU.

**Project #1**

Project Title : Janahitha Product Development

Duration : Dec 2020th to till date .

**Project Description:**

Janahitha Publicities Private Limited is a Private incorporated on 29 May 1995. It is classified as non-govt company and is registered at Registrar of Companies, Hyderabad. Its authorized share capital is Rs. 500,000 and its paid-up capital is Rs. 200,050. It is involved in Publishing

**Responsibilities:**

* Worked on JIRA customization such as creating Issue type schemes, Complex Workflows, Field Configurations.
* Created and Modifies Existing Permissions schemes, Screen schemes and Notification schemes for all projects as per Team's requirement.
* Creating project for testing team based on Zephyr plug-in.
* Working on JIRA Agile projects like Creating Scrum/Kanban boards, configured columns, Filters and Reports for Sprints.
* JIRA customization – Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes.
* Creating a change requests, work orders and problem tickets using BMC Remedy tool and getting approvals from higher officials.
* Worked on JIRA installation and upgrade and Performed JIRA configuration and Achieved JIRA setup for Helpdesk/Tickets
* Upgraded all the plugins and applications (Stash, Confluence, Jira and FishEye) and synced with the old production applications.
* Created user accounts, and technical documents documenting JIRA project configurations provided training sessions.
* Creating reports, charts and dashboards for JIRA with eazyBI Plugin and managed documentation for DevOps pipeline using Confluence.
* Worked as team JIRA administrator providing access, working assigned tickets, and teaming with project developers to test product requirements/bugs/new improvements.
* Up gradation and Migration of JIRA, Stash/ Bit bucket, Bamboo. Created/Managed Users and Groups in Jira.
* Worked with JIRA Service Desk to set up service desk, create service desk request types, and make queues for service desk teams.
* Setup Jira "Timesheet Report" plugin, to help users for time-tracking on their dashboards using a JQL or by configuring manually.
* Assisted portfolio management in defining portfolio/project scope, resource demand, benefits and risks during the discovery phase; spearheaded discovery efforts.
* TestRail supports integrating with all major JIRA versions, including JIRA Cloud and JIRA Server 5.x –6.x- 7.x.
* Monitor Jira logs when performing migrations, troubleshooting users/system issues.

**Environment:**

JIRA, Jira Service desk, Bitbucket, Stash, Crowd , Confluence, GIT, JQL, SQL Ant, Maven, portfolio, Shell Scripts, UNIX, Linux, VMware, Zephyr, Infrastructure.

**Project #2**

Project Title : M/S Janahitha Publicities Pvt Ltd,

Duration : March 2018 to November 2020.

**Project Description:**

Janahitha Publicities Private Limited is a Private incorporated on 29 May 1995. It is classified as non-govt company and is registered at Registrar of Companies, Hyderabad. Its authorized share capital is Rs. 500,000 and its paid-up capital is Rs. 200,050. It is involved in Publishing [This group includes publishing whether or not connected with printing. Publishing involves financial, technical, artistic, legal and marketing activities, among others but not predominantly]

**Responsibilities:**

* Installed JIRA Suite utilities plugin that provides additional workflow features such as conditions, validator, Post-functions and workflow properties.
* Contracted to serve as the JIRA Systems Administrator for the international JIRA/Confluence infrastructure, including all associated programs, plugins and systems
* 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
* Published Jira gadgets and Dashboards on Confluence Spaces, Pages, Child page.
* Setup Continuous Integration environment using Jira, Bamboo, Bitbucket and Ant Script.
* Worked with Jira Service Management 4.5.x to set up service desk, creates service desk request types, and makes queues for service desk teams.
* Up gradation and Migration of JIRA, Stash/Bitbucket, Bamboo.
* Configure the JIRA workflow for the project for improvement processes for screens, workflow procedures and reports of applications as per business requirement.
* Maintained JIRA team and program tech lead with Change management review Dashboards.
* Worked as team JIRA administrator providing access, working assigned tickets, and teaming with project developers to test product requirements/bugs/new improvements.
* Creating and modify workflows code using VB scripting.
* Set up and configured Git repositories for Git Hub on Linux server/windows desktop and used Git commands to initialize/update repositories.
* Prepared REST API data and Groovy Scripts
* Automated few process using Shell Programming
* Resolved issues as they arise with JIRA projects and Confluence in coordination with JIRA hosting partner team.
* Worked on Plugins related our SCM tools under Jenkins for implementing Java projects using ANT/Maven.
* Created and managed JIRA templates and complex JIRA workflows including project workflows, screen schemes, permission schemes, and notification schemes and other functionality in support of departmental customers.
* Migrated all build jobs from Hudson to Jenkins/Bamboos
* I have resolved L1, L2 and L3 tickets with in SLA time.
* Introduced Confluence to many departs, replacing their internal wiki system.
* Supports the integration of existing and new applications within the current infrastructure, including but not limited to: Fisheye, Crucible, Crowd, Bamboo, and Stash.
* Linux Development and Maintenance for various OS distributions, Open source tools [Apache, MySQL, Mail sever], Software Development tools setups.
* Created and configured new JIRA projects and worked with Production departments to port over existing JIRA projects from sandbox to Production with Project Configurator ad-on.
* Extensive experience in setting up baselines, branching, merging, periodic backups of the source code and automation processes using shell and Perl scripts.
* Worked on Atlassian Tech support for - Atlassian JIRA, Stash, Agile, Tempo Time Tracking, Confluence, Fisheye, Crucible, Bamboo, Service Desk, SVN, and GIT.

**Environment:** Atlassian Suite (Stash, Jira, Confluence, Crowd), GIT/GITHUB, ANT, Maven, Jenkins, Bamboo, Jenkins Enterprise, UNIX, Linux, Shell Scripts, Windows, AWS-EC2.