# P Eliyaz Khan

**JIRA Administrator & Developer**

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**Career Objective+**

To associate with an organization where I can excel my creative and innovative skills with constant perseverance and dedication for benefit of my organization.

# Experience

* Holding an experience of 4.0 years in **GMS Global Solutions Pvt Ltd** as 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, Work-flows, Screens, Custom Fields, Permissions, Issue Security Levels, and Notification Schemes for JIRA Projects
* Holding an experience in JIRA Developer in Groovy Script with Script runner plugin.
* Create Custom Workflows, Screens, and Fields in JIRA based on Client requirements.
* Created events, Email Notification Schemes, and Assigned Project Roles in JIRA.
* Created screens and fields based on Issue Types.
* Created custom dashboards, advance filters and formula-based fields.
* Created the Permission Schemes to restrict the users in Project level.
* Created Spaces, Pages, Child Pages and Templates in Confluence.
* Having a good knowledge with multiple add-on’s (“JSU”, “Script runner”, “Email this issues add-on”, “Dynamic forms”, “extension for JIRA service desk”, “Configuration Manager for JIRA”, “Automation for JIRA”, “JIRA misc custom fields”, “Insight”, “Dynamic Form’s”. etc)
* Holding an experience of 1.9 Years in Atlassian JIRA Development with using Groovy Script with Script runner plugin.
* Good knowledge in Database clustering and taking the JIRA, Confluence DB backups.
* I have Very Good knowledge in Script runner, JSU, Structure, Configuration manager for JIRA.
* Experienced well Working on Atlassian Server and Cloud.
* I have installed JIRA, Confluence, JIRA Service Desk in Windows.
* Worked on Issue Types, Workflows, Screens, Custom Fields, Permissions, Issue Security Levels, and Notification Schemes for JIRA Projects.
* Installed Various Plug-ins (Add-ons) for Import/Update of Projects and Issues, Fields.
* Worked on Upgrade of Applications and Plug-Ins Synced with the old Production Applications.
* Worked with Jira Service Desk, created service desk request types.
* Prepared SLA’s as per client Terms and Conditions.
* Restrict the Request Types to other groups as per client requirements.
* Experience with developing high-level Design documents and participating in design reviews.

# Technical Skills

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| * **Atlassian Tools** | : | JIRA, JIRA Service Desk, Confluence, Script  Runner Plugin. |
| * **Server and Cloud** | : | Atlassian. |
| * **Source Control Tools** | : | GIT |
| * **Operating System** | : | Windows & Cloud. |
| * **Application Server** | : | Tomcat. |

**Project: 1**

* + Name : Saama Technologies Pvt Ltd
  + Role : Software Engineer (JIRA Admin & Developer)
  + Team size : 09
  + Duration : Jan 2021 to Till date
  + Environment : Jira Software, Jira Service Desk, Confluence,

Automation, Integration, Migration, Up gradation.

# Roles and responsibilities:

* Installing JIRA in environment
* Creation of new JIRA Projects
* Responsible for creating new users and groups in JIRA
* Configuring Issue Types for the JIRA Projects & Managing Issue type screens
* Responsible for creation of custom workflows and adding post functions when required.
* Responsible for configuring custom fields for the requested issue types in the JIRA projects.
* Re-indexing the JIRA instance when required.
* Trouble shooting JIRA user issues.
* Providing solutions and resolving them based on SLA.
* Importing issues from other environments such as from CVS files and Bugzilla to JIRA Projects.
* Responding to incoming requests and inquiries for new tools and workflow procedures.
* Provided technical assistance for work administration of users, related modifications and archival of projects.
* Creating Tempo Teams and adding requested users.
* Creating Project permission schemes and providing required permissions based on the requests.
* Configuring Notification scheme and adding requested people to be notified for Issue events Reported performance related issues to management by analysis.
* Creating SLA’s and Automations
* Managing customer permissions.
* Creating spaces and designing pages with macros.
* Exporting the pages in confluence.

# Project: 2

* + Name : Nielsen
  + Role : Software Engineer (JIRA Admin)
  + Team size : 04
  + Duration : Oct 2019 to Jan 2021
  + Environment : Jira Software, Jira Service Desk, Confluence,

Automation.

# Roles and responsibilities:

* + - Creation of different projects in Jira software and Jira service desk.
    - Design & modify the workflows and configured complex workflows with conditions, post functions, validators based on the requirement.
    - Creation of projects, users, groups, roles, adding users to the projects, groups in Jira and confluence based on their requirement.
    - Worked on of projects from one instance to another instance.
    - Customized JIRA Configurations based on project level requirements.
    - Import of data via CSV method.
    - Creation of issue types, screens, field Configuration, permission scheme, notification scheme based on their requirement.
    - Worked on agile boards, dashboards, reports, gadgets.
    - Creation of projects, users, groups in Jira and confluence based on their requirement
    - Worked on migration of projects from one instance to another instance.
    - Import of data via CSV method.
    - Managed custom email notifications.
    - Communicate with the users/clients on daily basis in order to understand their requirements and educate them about various futures/functionalities of Jira.
    - Worked on system level configurations.
    - Sometimes I joined with my release manager, and I participated for upgrading Jira.

# Academic Profile:

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| **2015-2019** | **B.Tech (ECE) – A1 Global Institute of Engineering and Technology. JNTUK** | **70.61%** |