**P JAGADEESH BABU**

**JIRA Developer**

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**CARIEER OBJECT:**

Looking for a challenging and responsible position in the field of Information Technology and have the flexibility to adapt to any new environment and work on any project wish to utilize this experience in an organization as part of them.

**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 |

**PROFISSIONAL SUMMARY:**

* I have around 4.6 years of experience in Atlassian JIRA Development, Confluence, java script, Agile, Service desk Support, Project management, agile methodologies, Collaboration tools, Continuous Integration.
* I have good knowledge with multiple add-on’s (“JIRA suite utilities”, “Script runner”, “Email this issues add-on”, “Dynamic forms”, “extension for JIRA service desk”, “Configuration Manager for JIRA”, “Automation for JIRA”, “Tempo Time sheet plug-in”, “JIRA misc. custom fields”. etc)
* I have experience in Atlassian JIRA Development with using Groovy Script. Experience in Atlassian Products on JIRA.
* I have very good knowledge in Database clustering and taking the JIRA, Confluence DB backups.
* I have Experience in JIRA Developer in Groovy Script with Script runner plugin.
* I have Very Good knowledge in Script runner, JSU, Structure, Tempo, Configuration manager for JIRA.
* I have Experience 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.
* 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.
* Collaboration in Confluence.
* Installed Various Plug-ins (Add-ons) for Import/Update of Projects and Issues, Fields.

**EXPERIENCE DETAILS:**

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| --- | --- | --- | --- | --- |
| **Company Name** | **From** | **To** | **Duration** | **Roles** |
| BSW Soft Pvt Ltd | June 2018 | Till date | 4.6 Years | JIRA Developer |
|  |  |  |  |  |

**Company Name : BSW Soft Pvt Ltd**

**Duration : June 2018 - Till Date.**

**Role : JIRA Developer**

**Atlassian Tools : JIRA, JSM, Confluence & JWM**

**Roles and Responsibilities:**

* Maintaining JIRA Instance with Development & Administration and Customization.
* JIRA version Up gradation and Migration
* Configuring Workflows with JSU plugin.
* Write A groovy script code based on JIRA requirement
* Creation of JIRA Projects based on user request.
* Cloning the JIRA Projects
* Re-indexing JIRA on timely basis
* 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
* Installing plug-ins and maintaining the licenses
* Troubleshooting the problems in JIRA
* Improved the Database Connection pools.
* Analysing and Reporting upon JIRA Usage and Activities.
* I have installed many plug-ins (JIRA Suite Utilities, Groovy Scripting, Extension for JIRA, and Project Configuration) based on requirement.

**PROJECT 1:**

**Company name : BSW Soft Pvt Ltd**

**Client : Mphasis  
Duration : Jan2021 to till date.**

**Role : JIRA Developer**

**Atlassian Tools : JIRA, JSM, Confluence, JWM & Groovy**

**Roles and Responsibilities:**

* Experienced in JIRA Development With using Script Runner.
* Write A groovy script code based on JIRA requirement
* 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
* Installed and managed plug-ins for Jira and confluence in production environment.
* Managed JIRA Add-ons and Worked on Setup JIRA for Helpdesk/Tickets.
* Published JIRA gadgets and dashboards on confluence page.
* Migrated Jira, Confluence from Cent OS to Windows.
* Maintained Various Add-ons and resolved the performance issues in Jira and Confluence
* Implemented Agile boards.
* Created filters for various request.
* Improved the Database Connection pools.
* Implemented few groovy scripts in script runner add-on.
* Creation of Jira Projects based on business request.
* Managing Issue types for Jira Projects.
* 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.
* Regular review, clean up, management and configuration of JIRA accounts and work closely with the different teams like LDAP, Network, and Infrastructure.

**PROJECT 2:**

**Company name : BSW Soft Pvt Ltd**

**Client : AirBnB  
Duration : June 2018– Jan 2021  
Role : JIRA Administrator & Developer**

**Atlassian Tools : JIRA, Confluence.**

**Roles and Responsibilities:**

* Working on JIRA Agile projects like Creating Scrum/Kanban boards, configured columns, Filters and Reports for Sprints.
* Worked on JIRA Service Desk workflows, which includes project workflows, screen schemes and permission schemes.
* Up gradation and Migration of JIRA.
* Created/Managed Users and Groups in JIRA.
* Installed and managed plugins for JIRA and confluence in production environment and installed and Managed JIRA Add-ons.
* Worked on JQL (JQL) filters, Dashboards, Gadgets for users.
* Monitor JIRA logs when performing migrations, troubleshooting users’/system issues.
* JIRA customization - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes.
* Backup and Restore procedures.

**EDUCATION DETAILS:**

* BSc Computer Science from Mother Theresa Degree College in the year 2016.
* Intermediate from Mother Theresa Junior College in the year 2013.
* SSC from Board of Secondary Education in the year 2011.