**P SIVA NAGA BABU Jira, Confluence, Bitbucket, Bamboo, Groovy, Shell Scripting Administrator**

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**Summary:**

* 6+ years IT extensive experience in **JIRA, Jira Service Management, Grove Scripting, Confluence, Crowd, Fisheye, Java Script, Agile, Bitbucket, Bamboo Administration**.
* **I have Very good** Experience working with **JIRA management tools**, **Crucible** and **confluence macro’s** development.
* Experience working with Continuous integration builds server configurations and management.
* I have very good exposure in Jira, Confluence, Crowd, Bitbucket, FishEye **installation**, **configuration**, **up gradation, migration** from **Windows to Linux** environment.
* I have **upgraded from Jira 6.4.4 to 7.0.0**
* I have **upgraded from Jira 7.0.0 to 7.10.4**
* I have **upgraded from 7.10.4 to 8.20**
* **Migrated** from **Oracle Database to MY SQL** Server
* Implemented post function in advance **workflows**
* Integrated **Jira with AD and Crowd**, also old Jira instances.
* Experience providing training to development teams on how to track, plan and analyse using **JIRA**.
* Migrated Jira, Confluence from Server to Data Center and Atlassian Cloud
* Conducted trainings for teams on team collaboration and effective use of confluence.
* Preparing documentation plan, estimating work, and assigning work to the team.
* Expert in using creating stories and reports like JIRA.
* Mentor, coordinator and leadership roles in creation and execution of Software implementation
* Extensively worked in Scrum environment with active involvement in daily meetings.
* Test applications in Agile and Waterfall development process.
* Expert in developing various test plans and test cases from user stories.
* Actively participated in Scrum meetings, reviews and developed test scenarios.
* Back-end testing of **Oracle, SQL server**.
* Good knowledge in writing queries in SQL and Oracle DB
* Expert in SSL/SAML/OKTA/LDAP/AD/SSO configuration with Jira, Confluence.
* Proficient in preparing and handling test deliverables like Test scenarios, Test object matrix, Test case, Test data, Test case execution, UAT and Defect management.
* Experienced in Test Management Tools JIRA, Test Link, and Mantis for Execution of test cases and Defect Tracking.
* Expert in Confluence Spaces, Pages, Child pages, Templates, Macros, Migration and Rendering
* Expert in Groovy and Shell Programming
* Implemented Jscript in Advanced workflow
* Integrated Bitbucket with Jira and Jenkins to automate the Builds
* Configured CI & CD builds with Pipeline in Jenkins
* Created Docker Files
* Expertise in Mobile Testing (Android OS platform & IOS platform) and Application Testing (Web applications).
* Participate in regular and weekly project status meeting with team members, project owners and stake holders.
* Prepared Sprints, Components, Epic, Story and Story Points in Agile implementation.
* Good Knowledge in Black box Testing and Defect Life Cycle.
* Assisted Scrum team in preparing the Sprint backlog.
* Demonstrated abilities with scripting languages, setting up testing environments, creating test suites, and working with databases.

**TECHNICAL SKILLS:**

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| |  |  | | --- | --- | | Language | Core JAVA, HTML | | Administration Tools | JIRA Core, Jira Service Desk/JSM, Jira Agile, Confluence, Bitbucket, Bamboo, GIT, Jenkins, Zephyr, Aha, Miro, Xray, and ITIL Management. | | Application Servers | Tomcat 9.x, JBOSS and WebLogic | | RDBMS | Oracle 12C-R2, MS-SQL Server 2012/14 R2 and MySQL | | Operating System | Windows (All Versions), and Linux | | Version Control Tools | SVN, GIT, GITHUB and CVS | | Cloud | AWS-EC2 and ATLASSIAN | |

* Developing application by **customizing fields, permission and workflow**.
* Create customized **Dashboards** for teams.
* Migration of Jira, Confluence, Jira Service Management from Server to Atlassian Cloud
* Migrated Jira, Confluence from Server to Data Center
* Create team specific **agile process flow** in JIRA to move tasks from one activity to another.
* Installation and configuration of continuous Integration servers.
* Investigated various products from Atlassian’s JIRA.
* Integration of Tempo Time Tracking Tools in JIRA.
* Developing customized workflow for transaction parallel approval.
* Built templates and dashboards for customized views of the data specific to each group and line of business.
* **Validated best business practices** and rules to implement with the new model along with appropriate user approvals and sign-off.
* Helping **Scrum master across the company to customize** JIRA for their requirements.
* Data Management: **DB configuration, Site backup, configuration of attachments, Data import and Export.**
* Configuration of email notifications on status change.
* Configuration for automatic issue creating through mail, customize status etc.
* Coordinate projects and participate in training programs and workshop for personal development.

**Educational Qualifications:**

* Bachelor Degree of Computer Science

**Professional Experience:**

* Working as a Sr. Jira, Confluence Administrator in **Ambit Finvest PVT LTD Apr 2022 to till Date**
* Worked as a Jira, Confluence Administrator in **IndoStar Capital Finance Limited from Jun 2018 to Mar 2022**
* Worked as a Jira, Confluence Administrator in **India Infoline Finance Limited from Feb 2016 to May 2018**

**Project #1**

**Title : Ambit Finvest PVT LTD**

**Role : Jira, Confluence, Jira Service Management, Bitbucket Administrator**

**Duration : Apr 2022 – Till Date**

**Work Location : Mumbai**

**Team : 2**

**Description**:

Ambit Finvest Pvt. Ltd. is the systemically important Non-Banking Financial Company (NBFC) of Ambit Group, and has so far helped 25,000+ SME Business Owners, across industries, in realizing the true potential of their businesses and helped them grow. In the last three years, we have disbursed over Rs. ~2,100 crore worth of loans. We give loans to SMEs for Expansion of Business, Working Capital Requirements, Capital Expenditure and Replacement of Assets.

Roles & Responsibilities

* Monitoring JIRA disk space usage.
* Analysing and reporting upon JIRA usage and activity.
* Regular review, clean-up, **management and configuration of JIRA accounts** and work closely with the different teams like LDAP, Network, and Infrastructure.
* Setting up alerts and enforcing policies
* Configured MAVEN, ANT in Jenkins and configured Builds in Linux
* Implemented Master and Slave nodes in Jenkins
* Installed and configured around 16 add-ons in Jira and three add-ons in Confluence
* Train Business leads with the new JIRA functionalities
* I have very good exposure in Shell scripting using BASH, CShell & Groovy
* I have certified in ITIL V3
* Very good exposure in DC and DR implementation
* I have implementation Nagios, CACTI and SPLUNK
* I have migrated the Jira, Confluence data from Server to Data Center/Atlassian Cloud
* Configured Docker
* Implemented Pipeline Jobs in Jenkins
* Prepared Groovy and Shell program to monitor the builds
* Implemented Junit Automation Scripts
* Installed and tested various plug ins/add-on’s
* Checking for operating system, and **JIRA patches** and cumulative updates and work with DBA's to apply patches on Oracle environment.
* Provide direction and assistance to staff members to complete daily responsibilities and roles / providing technical Support
* Communicate effectively with customers and clients to create strong professional client relationships
* Create complex JIRA workflows including project workflows, field configurations, screen schemes, permission schemes and notification schemes in JIRA.
* Manage user permissions to tools according to the needs of projects and teams.
* Lead and provide technical assistance and/or training in using JIRA and Confluence and other tools as identified.
* Work closely with other teams to define best practices for using lab tools across the organization and company.
* Test new versions of the tools and plug-ins to ensure compatibility.
* Researches and utilize industry methods and techniques.

**Project #2**

**Title : IndoStar Capital Finance Limited**

**Role : Jira, Confluence Administrator**

**Duration : June 2018 – Mar 2022**

**Work Location : Mumbai**

**Team : 3**

**Description:**

IndoStar is a **non-banking finance company** "NBFC" registered with the Reserve Bank of India as a systemically important non-deposit taking company. We are a professionally managed and institutionally owned organisation engaged in providing structured term financing solutions to corporates, [used and new Vehicle Financing](https://www.indostarcapital.com/vehicle-finance.php) for transporters, Home Finance through our wholly-owned subsidiary [IndoStar Home Finance](https://www.indostarhfc.com/) Private Limited and loans to SME borrowers in India.  We have loans to suit your requirements so that your life takes-off.  We are committed to finding new ways to develop value-based and innovative financial solutions for our customers.

**Responsibilities:**

* Create complex JIRA workflows including project workflows, field configurations, screen schemes, permission schemes and notification schemes in JIRA.
* Manage user permissions to tools according to the needs of projects and teams.
* Lead and provide technical assistance and/or training in using JIRA and Confluence and other tools as identified.
* Work closely with other teams to define best practices for using lab tools across the organization and company.
* I have implementation Nagios, CACTI and SPLUNK
* I have configured and implemented CI & CD with Jenkins and Bamboo
* Configured Docker
* Implemented Pipeline Jobs in Jenkins
* Prepared Groovy and Shell program to monitor the builds
* Implemented Junit Automation Scripts
* Installed and tested various plug ins/add-on’s
* Test new versions of the tools and plug-ins to ensure compatibility.
* 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 plugins and maintaining the licenses
* Cloning and linking of issues
* Re-indexing Jira level and Project Level
* Creating spaces and pages in Confluence
* Responded to all incoming questions and inquiries related to JIRA applications.
* Providing privileges to the users
* Troubleshooting the problems in Jira
* Creation of Jira Projects based on user request.
* Creation of new Jira users and Jira groups
* Implementing Jira workflows using advanced features such as Post functions, Conditions and Validators
* Checking plugins compatibility to upgrade of Jira.
* Restarting Jira, performance monitoring of Jira instances and checking log and backup files
* Troubleshooting user queries on Jira, Confluence, Fisheye and Crucible applications
* Integration of Jira with other applications using plugins
* Importing bulk issues into Jira Projects using CSV files
* Integration GIT Repositories to Fisheye Projects
* Creating and managing filters and Dashboards.
* Managing Groups and Role management based on projects.
* Migrating Jira Service Desk project.
* Researches and utilize industry methods and techniques.

**Project#3**

**Title : India Infoline Finance Limited**

**Role : Atlassian Jira/Confluence/JSM/JSD Administrator**

**Duration : Feb 2016 - May 2018**

**Work Location : Mumbai**

**Team : 5**

**Description:**

IIFL Finance Limited (formerly IIFL Holdings Limited) [d/b/a](https://en.wikipedia.org/wiki/D/b/a) IIFL and India Infoline Finance Limited, is an Indian diversified financial services company headquartered in [Mumbai](https://en.wikipedia.org/wiki/Mumbai). The organisation was founded by [Nirmal Jain](https://en.wikipedia.org/wiki/Nirmal_Jain). IIFL and its group companies are backed by Canadian investor [Prem Watsa](https://en.wikipedia.org/wiki/Prem_Watsa), [private equity firm](https://en.wikipedia.org/wiki/Private_equity_firm) [General Atlantic](https://en.wikipedia.org/wiki/General_Atlantic) and [CDC Group](https://en.wikipedia.org/wiki/CDC_Group), the UK Government's private equity arm. IIFL is ranked among the top seven financial conglomerates in India and as the top independent financial services firm in India in terms of market capitalisation. [Nirmal Jain](https://en.wikipedia.org/wiki/Nirmal_Jain) is the chairman of the group, while R Venkataraman is the group managing director and co-promoter.

**Responsibilities:**

* Create complex JIRA workflows including project workflows, field configurations, screen schemes, permission schemes and notification schemes.
* Installation and configuration of continuous Integration servers.
* Installed and configured Pipeline Jobs
* Installed various Groovy Scripts in Advance Workflows
* Implemented NAGIOs to monitor the Builds, Jira and Confluence
* Helping Scrum master across the company to customize JIRA for their requirements.
* Work closely with stakeholders to successfully complete IT infrastructure projects.
* Take the overall responsibility for the Jira configuration and be the go-to person for any Jira issues, enhancements or best practice question.
* Serve as a technical advisor and the primary implementer for new capabilities in JIRA.
* Create team specific agile process flow in JIRA to move tasks from one activity to another.
* Create customized dashboards for teams.
* Creating Spaces, providing Confluence user access and roles
* Creating SVN repository and providing user access and roles
* Enabling Agile plugin to the requested Jira Projects
* Prepared projects, dashboards, reports and questions for all JIRA related services.
* Managing Backups and Restores
* 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
* Reported performance related issues to management by analysis and tracking of existing systems
* Preparing Documents
* Providing Project level and plan-based permissions
* Restart the tomcat server through bamboo plan
* Responsible for deployment of code and releases
* Configuring Bamboo build and Deployment Plans
* Managing Users and Groups permissions
* Running the Bamboo build plans
* Configuring Notification scheme and adding requested people to be notified for Issue events
* Developing confluence pages. Provide support for the application and infrastructure including troubleshooting, performance tuning.
* Integrate User with Microsoft Active Directory.