**Pavan Kumar CH**

Sr. JIRA Administrator/ServiceNow

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**CAREER 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.

**PREFISSIONAL SUMMARY:**

* Around 7+ Years of Experience in IT Industry and having very good exposure in Service Now, DevOps & Atlassian tools
* Experience in Atlassian Products on JIRA (Version 5 to 7.4.2), Confluence (Version 6.1.1), and Integration to HIP Chart.
* Experienced on AWS – EC2, and Atlassian Cloud.
* I have installed JIRA, CROWD, Confluence, Eazy BI, Bitbucket, Bamboo, Jenkins on both LINUX, and AWS-EC2.
* Worked on Issue Types, Workflows, Screens, Custom Fields, Permissions, and Notification Schemes for JIRA Projects.
* Created Custom Workflows, Screens, and Fields in JIRA.
* Created users on Active Directory, LDAP, Crowd and JIRA Internal Directory.
* Implemented JDC and JDR in Windows and Linux.
* Created events, email Notification Schemes, and Assigned Project Roles in JIRA.
* Create Customized Dashboards, JQL Filters and shared with teams and used them on gadgets.
* Created Spaces, Pages, Child Pages and Templates in Confluence.
* Implemented Style Sheets, and Collaboration in Confluence.
* Conducted trainings for teams on team collaboration and effective use of confluence.
* 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 Version Control System like GIT, SVN, GIT, GITHUB and Jenkins.
* Worked on Scripting Languages like Shell/Groovy Scripting.
* Worked with Jira Service Desk 3.0.x to set up service desk, creates service desk request types, and make queues for service desk teams.
* Prepared SLA’s as per client Terms and Conditions.
* Experience to providing the Training to development team on how to track, plan, and analyse using JIRA.
* Experience with developing high level Design documents and participating in design reviews.
* Test Application in Agile development process.
* Extensively worked in Scrum environment with active involvement in daily meetings.
* Worked on Build Automation and Continuous Integration tools like ANT1.8, Maven2.x/3.x, Jenkins (HUDSUN), and Bamboo.
* Experience in complete SDLC process with expertise in planning, reviewing specification, documentation, scheduling, Design, Development, testing, Implementation and Maintenance of Applications using waterfall and Agile Methodologies.

**Technical Skills:**

* Jira
* Jira Service Desk
* Confluence
* Crowd
* Bitbucket
* Bamboo
* AWS/ Eazy Bi
* Groovy Scripting / Shell Scripting
* Oracle/MySQL/MS SQL Server/PostgreSQL
* Service Now/CI & CD /Docker /K8’s/Linux

**EMPLOYMENT DETAILS:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Organization** | **From** | **To** | **Duration** | **Roles** |
| DXC Technology - Home | Facebook | 2022 | 2023 Feb | 1 Year | Sr. Jira Administrator |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Organization** | **From** | **To** | **Duration** | **Roles** |
|  | 2021 | Mar 2022 | 7 Months | Sr. Jira Administrator |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Organization** | **From** | **To** | **Duration** | **Roles** |
|  | 2015 | 2021 Aug | 6 Years | Sr. Atlassian Administrator |

**EDUCATION QUALIFICATION:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Particular** | **Year of Passing** | **College/University** | **Aggregate** |
| PIEM (pacific institute of engineering and management)Delhi | 2015 | Delhi | 69% |

**PROJECT :**

**Product Name : ATLASFIVE  
Client :** ETON Solutions

**Domain** : ACCOUNTS  
**Organization :** DXC Technology  
**Duration :** April 2022 -Till date.  **Role :** Sr. JIRA Administrator  **Tools :** JIRA Cloud, Confluence, Crowd, JIRA Service Desk, GIT,   
 Bamboo, Bitbucket and Eazy BI, AIO Reports.

**Responsibilities:**

● Analyse, review, and document current functionality to determine potential areas of improvement.

● Manage user permissions for tools according to the needs of projects and teams.

● Perform application and system administration tasks, including data backups and scheduled jobs.

● Test new versions of the tools and plug-ins to ensure compatibility.

● Research and utilize industry standard methods and techniques.

● Maintain JIRA projects, workflows, permissions, and users while working in a JIRA environment.

● Improve JIRA security. Set access permissions for JIRA projects and Confluence spaces.

● Work with JIRA filters, reporting, dashboards, workflows, fields, and JIRA administration.

● Communicate and share knowledge

● Creating customised dashboards using Eazy BI.

●Integrating Azure Repositarys with Jira using Git Lab, to merge pull requests and commit ID.

**PROJECT :**

**Product Name :   
Client :** Health Carousel

**Domain** : Healthcare  
**Organization :** Tollanis Solutions, Gurgaon   
**Duration :** Aug 2021 – Mar 2022.  **Role :** Sr. JIRA Administrator / Sr. DevOps Lead.  **Tools :** JIRA, Confluence, Crowd, JIRA Service Desk, GIT, GITHUB,   
 Bamboo, Bitbucket and Jenkins.

**Responsibilities:**

● Analyse, review, and document current functionality to determine potential areas of improvement.

● Manage user permissions for tools according to the needs of projects and teams.

● Perform application and system administration tasks, including data backups and scheduled jobs.

● Test new versions of the tools and plug-ins to ensure compatibility.

● Research and utilize industry standard methods and techniques.

● Maintain JIRA projects, workflows, permissions, and users while working in a JIRA environment.

● Improve JIRA security. Set access permissions for JIRA projects and Confluence spaces.

● Work with JIRA filters, reporting, dashboards, workflows, fields, and JIRA administration.

● Communicate and share knowledge

**PROJECT 1: RxCCR-Central Client Repository**

**Product Name : RxCCR   
Client :** UHG   
**Domain** : Healthcare  
**Organization :** OGS. Hyderabad.  
**Duration :** Dec 2019 – Aug 2021.  **Role :** Sr. JIRA Administrator / Sr. DevOps Lead.  **Tools :** JIRA, Confluence, Crowd, JIRA Service Desk, GIT, GITHUB,   
 Bamboo, Bitbucket and Jenkins.

**Description:** RxCCRcreated to provide benefit and client data to our Customer Service Department. RxCCR leverages data from a single source system, RxCLAIM, reduces data discrepancy and rework. Most importantly it will provide a streamlined process for Client Services, as well as, provide accurate data to downstream systems used by Customer Service to respond to members calls. The capabilities of RxCCR include, but are not limited to, reporting, improved system performance, security and the ability keep up with the changes anticipated with business growth. The figure below displays the input and output linked to RxCCR.

**Roles and Responsibilities:**

* Upgrading Atlassian Tools.
* Troubleshooting and fixing errors common to Applications and Application servers.
* Installed JIRA Suite utilities plugin that provides additional workflow features such as conditions, validator and post-functions.
* Created users on Active Directory, synched the users on Jira and assigned groups and spaces.
* Installed and managed plug-ins for Jira and confluence in production environment.
* Experienced in installation, configuration, usage and management on AWS (Amazon Web Services), Jenkins and GIT for application servers.
* Managed JIRA Add-ons and Worked on Setup JIRA for Helpdesk/Tickets.
* Published JIRA gadgets and dashboards on confluence page.
* Migrated Jira, Confluence from CentOS to AWS-EC2 and Windows
* Migrated from Atlassian Cloud to In House Servers
* Maintained Various Add-ons and resolved the performance issues in Jira and Confluence
* Worked with Jira Service Desk 3.0.x to set up service desk, creates service desk request types, and makes queues for service desk teams.
* Implemented SSO/SSL
* Implemented Master and Slave(s) to maintain the load
* Prepared Various Shell and Groovy to automate few conditions and Server restarts
* I have created integration with AD/LDAP/Crowd.
* Implemented and customized many add-ons as per business requirement
* Implemented DVCS for GITHUB
* Implemented Agile boards
* Created filters for various request
* Implemented CI & CD with Bamboo
* Created various plans in a Bamboo
* Implemented Local and Remote agents in Bamboo
* Configured Code review options in Bitbucket
* Fork and Clone implementation has been done in Bitbucket
* Created required repositories in GIT and GITHUB
* Improved the Database Connection pools
* Prepared few shell scripts for automation
* Implemented few groovy scripts in script runner add-on
* Connected with Various repositories in FishEye
* Created users to review the code in Cruciable
* Creation of Jira Projects based on business request.
* Creation of new Jira, Confluence, FishEye, Bamboo, Jenkins users and groups.
* 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.
* Monitoring DISK Space Usage.
* Analysing and Reporting upon JIRA Usage and Activities.
* Regular review, clean-up, management and configuration of JIRA accounts and work closely with the different teams like LDAP, Network, and Infrastructure.

**PROJECT 2: Prior Authorization System**

**Product Name : PAS  
Client :** UHG   
**Domain** : Healthcare  
**Organization :** Optum Global Solutions. Hyderabad.  
**Duration :** Jan `18 – Nov 19.  **Role :** JIRA Administrator /DevOps Engineer  **Tools** : JIRA, Confluence, Jira Service Desk, Crowd, AD/LDAP,   
 Bamboo & Jenkins and AWS-EC2.

**Product Description:** is a call center application to receive, review, and track requests for the prior authorization of medications submitted by physicians and members through multiple intake channels (Fax, Phone, Web, Mail, RxWeb and ePA)

The solution comprises complex business functionality which includes

* Eligibility checks against enterprise systems;
* Dynamic population of decision criteria;
* Multiple level reviews; Automated outbound call and correspondence transmission etc.,

**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, Bit bucket, Bamboo.
* 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 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.
* Upgraded all the plugins and applications (stash, confluence, Jira, fish eye) and synced with the old production applications.
* Investigating the Jenkins logs and troubleshooting to fix the issues for failed builds.
* Worked on JQL (Jira Query Language) filters, Dashboards, Gadgets for users
* Monitor Jira logs when performing migrations, troubleshooting users’/system issues.
* Worked with Jira Service Desk 3.0.x to set up service desk, creates service desk request types, and make queues for service desk teams.
* JIRA customization - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes
* Backup and Restore procedures
* Creating project for testing team based on Zephyr plug-in.

**Project 3: Facets - EHB Accumulators**  
**Product Name :** Facets - EHB Accumulators. **Client :** UHG   
**Domain** : Healthcare  
**Organization :** United Health Group, Hyderabad.  
**Duration :** Jul `15 – Dec ‘17.  **Role :** Atlassian tools Administrator / DevOps Engineer **Tools :** Sybase, Facets, EIEI.

**Product Description:** The Framework for Addressing Cooperative Extended Transactions. Facets is Trizetto’s comprehensive solution, an administrative system that supports the multiple lines of business and designed to handle complex requirement of Managed Care Programs.

One of the biggest changes in the Healthcare is Health care reforms. The purpose of EHB Accumulators project is to develop a process which exchanges the accumulators between United Medical and Dental systems via claims highway

**Roles and Responsibilities:**

* Played pseudo Lead role for this project with team size of 4 members.
* Preparation of functional test cases with test data creation for all 8 Medical systems.
* Analysis on the specifications provided according to the Requirements
* Preparation of high level and low level scenarios from FSD
* Test case authoring and Reviews based on Requirements
* Executing the test cases in QC, ALM, Rally
* Coordinating with Development and Business team for Defect resolution
* Performed execution Web services API using SOAP services.
* Knowledge transfer sessions to the new Joiners
* Analyze and Review the User stories
* Created Test Strategy, Test Summary Report and Test Plan documents.
* Exporting and Executing the Test Cases, Mapping the requirements in ALM.
* Performing System Testing, Re-Testing, Regression Testing.
* Writing, Reviewing and Executing SQL queries.
* Updating the completed tasks in rally on daily basis
* Participated in daily scrum meeting to discuss about the execution status.
* Participated in Sprint Plan meetings and sizing of user stories.
* Participated in Retrospective meetings to discuss about what went good & improvements in sprint.
* Participated in Use case walkthrough meetings to understand user stories.