**Pendli Raju**

**Atlassian JIRA Administrator and Developer**

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Summary

**Atlassian JIRA Administration and Developer –** HCL Technologies Limited.

(November 2017 to Till Date)

* Working as a role of Atlassian Administrator, but my Expertise is best as JIRA administrator. Configured JIRA, JIRA service desk, Confluence, Bit bucket and bamboo for numerous Clients from Installation to maintenance.
* Good Knowledge on JIRA Installation in all platforms Like Cloud, and Data center, and Cluster Setup in two JIRA instance to data Sync.
* Very Good Exposure on migration between Cloud to DC or DC to Cloud, also Windows to Linux and JIRA up gradations
* Good exposure on groovy scripting and able to write own script.

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| **Major Projects** |

**Airbnb (May – 2021 to Till Date) –** Involved JIRA migration from on-prem to Data centre with multiple nodes also performed JIRA up gradation from 8.15.0 to 8.20.1 and 8.20.9 and recently 8.20.11. With all nodes and maintaining all node through cluster and Load balancing.

And communicated with all stakeholders and get the requirement and discussed about business use case and fulfilled in JIRA, and prepared good documentation for better understood with project level.

Configured all type of projects include Issue types, workflows, screen and permissions, notification.

Involved all development activities based on requirement, like added automations, behaviours, scripted fields, listeners.. Etc.

And handled Daily Stand-ups and Dev team meetings and managed team to best delivery.

**Qualcomm (Jan-2019 to May - 2021) –** Groups were already using JIRA, and I working as a JIRA Administration and Development end to end user support: Customized JIRA Project creation including Issue Types, Workflows, Screens, Custom fields, Notification/Permission schemes, Filters, Dashboard, Agile boards.

Configured Service desk project including Customer Portal, SLA, Automation, request types, queues,

Configured many scrum, Kanban boards according their requirement.

Modified “PDF plug-in” and “Better Excel plug-in” as per organisation request with using groovy script.

Maintaining Issues link between Sales force and JIRA and Upgraded JIRA Software and service desk from Lower to Higher version.

This was one of the best in my career with Fitch, where I worked from the requirement gathering, configuring, delivering till support and maintenance.

**Ericsson (Nov - 2017 to Dec -2018) –** Involved with JIRA installation and configuration.

Creating JIRA projects and create/Managing Users and Groups permissions. Prioritizing workload and resolving tickets based on Service Level Agreements and Installing plug-ins and supported as a JIRA admin end to end users.

I have configured incoming mail handler for their process where customer sends a mail to their mail server then automatically ticket will be created in JIRA.

Upgraded the JIRA from 6.4 to 7.3.2. And helps to JIRA reports.

**HCL Technology Services India ltd –** I have presented 30-days of JIRA Software training with Agile methodology and service desk to this organization.

**Cambridge Technology Enterprises -** I have presented 10-days of JIRA training and JIRA user training to this organization.

**Grepthor Software Solutions Pvt Ltd -** I have presented 4-days of JIRA training and JIRA normal user training to this organization.

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| **Certificates** |

* Atlassian Certified Presales Professional.
* Atlassian Certified operation Professional.
* Atlassian Certified Marketing Professional.
* Atlassian Certified Technical Sales Professional

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| **Technical Skills** |

* Installation of Atlassian Tools including : JIRA server, Cloud and Datacenter, Confluence, JIRA Service desk, Bit bucket, bamboo
* Configuring JIRA, Confluence, JIRA Service desk end to end user
* Good exposure on Setup different type of projects like Business, Software, Service desk.
* Excellent knowledge of JIRA agile Boards: Scrum & Kanban
* Creating JIRA Advanced filters and Configuration of JIRA Dashboard
* Excellent knowledge JIRA workflows using advanced features such as Post functions, Conditions, Validations and Properties.
* Experience in configuring Field configurations, Notification schemes, Screen Schemes, Permission Schemes in JIRA Projects
* Good Exposure in implementation of Screens, Custom Variables
* Partner closely with business stakeholders to understand, analyze, document, plan and prioritize optimal solution that are aligned with our strategic goals.
* Lead major and minor JIRA and plug-in upgrades as needed
* Perform bulk Issues Create/Update from CSV imports.
* JIRA templates/Workflows Migration to standard one
* Creation of new JIRA users and JIRA groups and maintaining
* Troubleshoot issues and provide support for day to day user requests
* Providing ongoing support and configuration maintenance
* Gather requirements for business processes, and determine ways to optimize/improve JIRA/Confluence/Bit bucket build and configure: workflows, screens and fields scheme’s as well as identify where functionality can/cannot meet user requests.
* Manage user permissions and projects roles for JIRA, confluence and other tolls
* Work directly with cross-functional agile team to understand their specific JIRA needs and provide guidance and solutions.
* Work with Management and JIRA admin peer to create a ticket-based process for handling incoming JIRA and confluence request.
* Good knowledge of configure and maintain JIRA incoming and outgoing email handler.
* Troubleshoot, Identify and resolve JIRA issues reported by end-user
* Recommend, test, install, and configure JIRA plug-in and add-ons needed
* Linking GIT Repositories to Fisheye Projects
* Good knowledge with JIRA application to confluence, bit bucket and bamboo...etc.
* Creating Spaces, providing Confluence user access and roles
* Experience with providing user management, training and support for JIRA.
* Train with JIRA admin peer to learn program procedures and best practices
* Develop training for groups of JIRA users and conduct classes on a regular basis
* Develop guide and documentation for JIRA features and best practices
* Develop documentation around JIRA admin process and procedures
* Coordinate with JIRA admin peer and cross-functional agile teams to provide JIRA guidance, suggestions and solutions as needed
* Work with JIRA admin to audit, improve and automate processes and workflow as need
* Ability to build collaborative relationships across the organization.
* Ability to analyze, review and document current functionality to determine potential areas of improvement

**Application integration and migrations skills**

* Good exposure in JIRA integration with other Atlassian tools like Confluence, Bit bucket and Bamboo.
* Also Good hand on experience with JIRA integration with non-Atlassian tools that Sales force, Outlook, Slack, Teams meetings, SharePoint.
* Good knowledge on create issues & update issues from CSV files, also migrate non-Atlassian tools data into JIRA, (ex: from zendesk to JIRA Service desk)

**System Administrator skills**

* JIRA installation in Different platform like Cloud setup, On-Premise setup in windows & Linux,

Data center setup with multiple nodes. And JIRA setup in AWS.

* Good experience on JIRA Up gradations from Lower version to higher version.
* Data Migration from one JIRA instance to another JIRA instance with all attachments, logos, avatars, and plug-ins.
* Good experience with Project migration from one instance to another instance.
* Good knowledge on database installation and configure with JIRA
* Good knowledge on Database switching from one DB to another DB without loses the data.
* Restarting JIRA, performance monitoring of JIRA instances and checking log and backup files
* Maintaining User Directories like configure AD/LDAP integration and Managing Users in Crowd Directories
* Good Knowledge on SSL implementation
* Good knowledge on SSO configuration

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| **Groovy Scripts** |

* Good experience with field behaviors like based on one custom field another custom field will be show or hidden or put it required.
* Based on custom field value selection another custom field values will be restricted also make it auto populate
* Good experience with developing advanced workflows with help of script runner, where we can use Conditions, validations and post functions.
* Good experience with automation.
* Developed Scripted custom fields, like capture subtask count in each parent, capture linked issue statuses, and calculate avg time in each status.. etc.
* Good exposure in develop a custom email template.
* Good knowledge on script listeners.
* Written a advanced JQL filters with help of groovy script.

**JavaScript’s: -**

* Removed ‘None’ from Security Field should not exist.
* Comments: - Visibility (if comment restricted to group) - Color.
* Check Issue Type names visible under Issue navigator.
* Check Priority name instead of icon in Issue navigator.
* Attachment should open in new window.
* Page rendering while new version creation.

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| **Third-Party add-ons** |

* Create-on-Transition and update-on-Transition Add-on
* Configuration Manager for JIRA
* JIRA suite utilities plug-in
* ProForma For JIRA
* Script runner for JIRA
* Email this issues plug-in
* Backbone Sync for JIRA
* Outlook email for JIRA
* Dynamic forms plug-in
* extension for JIRA service desk
* Automation for JIRA
* Tempo Timesheet plug-in
* JIRA Misc. custom fields
* Zephyr plug-in.
* Portfolio for JIRA

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| **Educational Qualification** |

* Degree BSC – Computers from Kakatiya University (2012 to 2016)
* Intermediate from Board of Intermediate Education in the year (2010 to 2012)
* S.S.C from Board of Secondary Education in the year (2009 to 2010)

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| **Other Achievements** |

* Appreciated by various clients
* Recieved Appriciation email from Vice Presidents, Directors, Managers and TL level