# CONTACT

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PROFESSIONAL SUMMARY

* Having Overall 5 Years' Experience in Atlassian Tools.
* Experience in Atlassian Products on JIRA.
* Installed JIRA, JIRA Service Desk in Windows.
* Worked on Issues types, workflows, screens, customer fields, permissions, issue security levels and notifications schemes for JIRA projects.
* Create custom workflows, screens and fields in JIRA based on client requirements.
* Created events, email notifications 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.
* Synchronized the users from AD/LDAP to crowd and created users in JIRA internal directory.
* 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 services desk request types.
* Prepared SLA's as per client terms and conditions.
* Implemented post function in advance workflows.
* Good Exposure in Dash and Scrum boards implementation.
* I have good exposure in project export and import and merged different environments into single.
* Restrict the Request Types to other groups as per client requirements.
* once with developing high-level design documents and participating in design reviews.
* Test Application in Agile development process.

P SHIRISHA

# (Jira Administrator & Developer)

PROFESSIONAL EXPERIENCE



* + **JIRA Administrator and Developer** - Larsen Toubro Infotech from MAR-2018 to till date.

# EXPERIENCE

## PROJECT: 1

Client : Boeing Aircraft Industry Company

Duration : Apr 2021 to till date

Role : Jira Administrator and Developer

Environment :JIRA Software and JIRA Service Desk, Confluence

Roles & Responsibilities

* + Installing JIRA in Windows and Linux
  + Creation of new JIRA Projects
  + Setup JIRA for Project Management
  + Creating users and Maintaining Project Roles and Groups in JIRA
  + Responsible for creating new users and groups in JIRA
  + Configuring Issue Types for the JIRA Projects
  + Responsible for creation of custom workflows and adding post functions when required
  + Responsible for configuring custom fields for the requested issues types in the JIRA projects
  + Configure Agile boards and Scrum boards and Managing Dashboards
  + 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
  + Provided technical assistance for work administration of users, related modifications and archival of projects
  + Creating Project permission schemes and providing required permissions based on the requests
  + Reported performance related issues to management by analysis and tracking of existing systems
  + Responded to all incoming questions and inquiries related to JIRA applications
  + Configuration/Permissions and Notification schemes for all projects
  + Created customized Versions/ Components for all projects
  + Troubleshooting and resolving issues in JIRA as users
  + Enabling Agile plug-in to the requested JIRA Projects
  + Troubleshoot JIRA Slowness issues and fix
  + Migrate data from Prod to Dev/Stage.
  + Restart the JIRA nodes based on requirement
  + Migrate project/Data from one to another instance
  + Migrate JIRA from Server to Data center and cloud.
  + Fix the post migration issues in data center.



## PROJECT: 2

Client : Dell Technology Company

Duration : MAR2018 to Mar 2021

Role : Jira Administrator Environment : JIRA and JIRA Service Desk

Roles & Responsibilities

* + Experience in Upgrading Atlassian Tools
  + Troubleshooting and fixing errors common to applications and application servers
  + Created users on Active Directory, synchronized users on Jira and assigned groups and spaces
  + Managed JIRA Add-ons and worked on setup JIRA for Helpdesk/Tickets
  + Worked on Issue types, Workflows, Screens, Custom fields, Permissions, Issue Security Levels and Notification Schemes for JIRA Projects
  + Created Custom Workflows, Screens and Fields in JIRA based on Client requirement
  + Created events, email Notifications Schemes and Assigned Project Roles in JIRA
  + Created screens and fields based on Issue Types
  + Created custom dashboard, advance filters and formula-based fields
  + Created the Permissions Schemes to restrict the users in Project level
  + Re-indexing JIRA on timely basis
  + Creating spaces in confluence
  + Experience in configuring fields configurations, Notification schemes, Screen Schemes, Permission Schemes in JIRA Projects
  + Creating JIRA Services Desk projects, Customer fields, Issue Types and screens for Customer portals
  + Managing Groups and Role management based on project
  + Restarting JIRA, performance monitoring of JIRA instances and checking log and backup files
  + Published JIRA gadgets and dashboards on confluence page
  + Implemented Agile boards
  + Managing issue types for JIRA projects
  + Regular review, clean up, management and configuration of JIRA accounts and work closely with different teams like LDAP, Network & Infrastructure

# EDUCATION

* Bachelor of Technology (B.TECH) from JNTU-Hyderabad In the year(2014 to 2018)
* Intermediate (Diploma) from V.M.R Polytechnic Colleague – Warangal In the year (2009to 2014)
* S.S.C from Board of Secondary Education in the year (2008)