Prasad Biddika

**Atlassian Jira/Confluence/Bitbucket/Bamboo administration/Devops engineer**

**Bangalore**

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### EXPERIENCE

* **6+** years of experience in IT Industry of experience in JIRA Administration, Analysis, Design, Development, Project management, Agile methodologies, Jira Service Desk, Jira Core, Jira Agile, Confluence, Crowd, FishEye& Crucible, Bitbucket, Bamboo, Jenkins, Service Now and Collaboration tools and working with Complex Workflows and Managing Plugins.
* Worked with users to fix the internal errors in SVN, GIT/GITHUB, and TFS repositories that halt the migration.
* Creation of Jira Projects and Confluence Spaces
* Installed and Migrated Jira, Confluence from lower version to Newer version
* Integrated Jira, Confluence with AD/LDAP
* I have implemented REST API’s
* I have prepared Groovy Scripts
* Migrated Jira, Confluence from Local Instances to Cloud.
* I have prepared Groovy and Shell Scripts
* Experience in Software Development Lifecycle (SDLC), involved in Analysis, Design, Implementation, Testing and Deployment of Object Oriented, Client-Server, Web-Based, Distributed.
* Evaluating and managing the usage of Atlassian add-ons to meet team and business needs.
* Migrating the Jira, Confluence, DB from Windows to Linux environment.
* I have knowledge in Jira, Confluence Up gradation & Migration from lower version to new version (Both core application up gradation.)
* Implemented Jira, Confluence in AWS-EC2
* Upgraded Jira from 7.2.4 to 8.0.2 version
* Upgraded Confluence from 5.4v to 6.15.4

### SKILLS

* Atlassian – JIRA, Jira Service Desk and Confluence, Bitbucket, Crowd, FishEye & Crucible, Bamboo
* Ansible , Jenkins, Kubernetes, CVS, SVN, GIT & GITHUB,
* Gerrit, Gitolite, Coverity, Perforce
* Groovy & Shell scripting
* Oracle 12cC-R2 SQL Server 2014
* Atlassian Cloud and AWS-EC2

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**Project Details: -**

**Client : Ford, Chennai Nov 2019 to Till Date**

**Present Role : Sr. Atlassian Jira Administrator/Devops engineer**

**Roles & Responsibilities:**

* Supporting complex Atlassian environments and have experience with integrating Atlassian tools with other internal & external systems.
* Installed JIRA Behavior plug-in, which simply defines how field behaves with the issue in the project.
* Installed JIRA Suite utilities plug-in that provides additional workflow features such as conditions, validator and post-functions.
* Plan, implement, document, and administer configuration management across multiple projects.
* Responsible for all production related changes/builds/deployments. Created SVN branches for future parallel releases.
* Experience in SVN, Jira, and Jenkins. Responsible for creating the project space in confluence.
* Responsible of being a reporter for each of the issue opened in JIRA.
* Migrated DBA, Development and Testing teams from Version One to JIRA. Migrated all build jobs from Hudson to Jenkins/Bamboo. Created build and deployment jobs in Jenkins for various components.
* Coordinated with variety of teams like DBA, development and build team for a successful code promotion.
* Designed, implemented and supported an integration solution between the Salesforce, Jira, Rally, Qmetry applications to share tickets across global time zones.
* Implemented Jira, Confluence in AWS-EC2
* Very good exposure in PostgreSQL
* Prepared many shell scripts to monitor the Jira, Confluence and Bamboo
* Designing, implementing and supporting fully automated Continuous Integration and Continuous Delivery processes
* Working with and supporting multiple World-wide development teams delivering a wide range of software applications
* Automating the build, deployment and testing of Front End, Middleware and Database components
* Developing custom reporting tools, setting up automated health monitoring and alerting for builds and environments
* Worked very closely with Global Project Teams including IT architects, Operational Architects to ensure the solution is compatible and a long term fit for the company.
* Carried out application Jira, Confluence, FishEye & Crucible upgrades, database backups, database restore, database performance, backup scripts, deployment of patches and maintained data files and transaction logs.
* Installed and managed Jira, Confluence, FishEye & Crucible, Oracle, SQL Server and Linux.
* Enhanced profitability through building new relationships with multi-national accounts by supporting customers with technical assistance, resulting in additional business transactions.
* Configuring ‘nginx’ for proxy RESTful API calls to micro-services in Docker containers.
* Produced scripts for viable combination of JIRA applications with different tools.
* Customized both JIRA and Confluence to integrate into the pre-existing systems with an eye towards making the programs extensions of their systems, and not hindrances to their systems.
* Automated AWS components like EC2 instances, Security groups, ELB, RDS, IAM through AWS Cloud information templates.
* Strong experience with SCM methodology, best practices, process improvement, and toolsets.
* Responsible for maintaining integrity of all builds and environments.
* Used Jenkins as a build tool to create build packages.
* Automated the manual piece of deployment which saved one hour of time.
* Performed code freeze on the development branches and informed the development teams to merge in the changes to integration branch before the scheduled date of staging.
* Created development and integration Branches after a major release for various development teams.

**Wipro**

**Project Details: -**

**Client :** **NMC Insurance**  **August 2016 – Oct 2019**

**Role : Atassian Jira/Confluence Administrator**

**Description**:

* The main objective of the project providing OP & IP health services to the patients and verifying the health insurance maturity of the patient and patient dependents. It is mainly concentrating on the claim management for services adopted by the patient

Environment:

* + Operating System: LINUX
  + Database: Oracle / MySQL
  + Application Server: TOMCAT
  + Web Server: Apache Tomcat

**Roles & Responsibilities:**

* Experienced in Installing, Upgrading Atlassian products.
* Support, compile and troubleshoot Atlassian tools.
* Troubleshooting and fixing errors common to Applications and Application servers
* Version Control Software Setup, Administration, Configuration (GIT, Subversion, CVS)
* Evaluated and repaired existing Atlassian Suite installation in preparation of upgrade.
* Creating updated work process for exchange parallel confirmation. .
* Produced scripts for viable combination of JIRA applications with different tools.
* Designed custom JIRA workflow
* Plan, evaluate, deploy, operate and maintain tools to suit the expanding user database
* Provided training to technical and non-technical teams to use Atlassian tools
* Managed various development tools, testing tools and monitoring tools
* Worked on JIRA for Bug Tracking.
* Worked on JIRA for Test Case Management.
* Worked on JIRA & Agile (formerly known as Green hopper) Best Practices.
* Worked on Integrating JIRA with Confluence.
* Created several customer accounts and maintained users.
* Creating plan for projects with Portfolio plugin
* Responded to all incoming questions and inquiries related to JIRA applications.
* Prepared projects, dashboards, reports and questions for all JIRA related services.
* Implementing and developing solutions enabling Development and Operations teams to build, deploy, monitor and test applications and environments
* Implementing monitoring and reporting solutions across a range of environments and platforms
* Evaluating and advising on virtualization and containerization solutions
* Environment provisioning solutions using Docker, Vagrant, Red Hat Satellite
* Setting up and introducing Continuous Deployment processes and advising on best practice
* Generated scripts for effective integration of JIRA applications with other tools.
* Suggested improvement processes for screens, workflow procedures and reports of applications.
* Conducted analysis and evaluation of existing systems to upgrade latest versions of JIRA.
* Assisted in assessment of existing production systems and configuration services for upgrading.
* Provided technical expertise for analysis and assessment of current security and database configuration services.
* Leading, planning, and managing documentation projects for product releases.
* Upgrade and Migration of Atlassian Products in both Linux and Windows Servers
* Serve as a specialized advocate and the essential implementer for new capacities in JIRA.
* Created dashboards, reports and inquiries for all JIRA related administrations.
* Compile and analyze development and operational bug reports
* Proposed change forms for screens, work process methods and reports of uses.

# Academic details

* JNTU-H— B. Tech in Electronics and Communication Engineering - 72%