PRASHANTH GUNDA

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**Summary:**

Seeking a challenging position in an organization to utilize my skills and abilities for the growth of the organization that improves my knowledge and skills and offers professional growth while being resourceful and innovative.

**Administration Skills:-**

* Around 5+ years of experience in Atlassian JIRA **Core**, Jira **Service Desk**, Jira **Agile**, Confluence, **Bamboo**, **Bitbucket**, **GIT/GITHUB** Administration.
* I have very good knowledge in Jira, Confluence **up-gradation**, **Migration**, **Installation**, Merging of Instances.
* Performed end-to-end Project migration using **Configuration Manager for Jira(CMJ)** Plugin.
* Very Good Exposure in Agile project implementation, **Sprints, Epics, Stories, Components, Story Points.**
* Experience on complete software development life cycle **(SDLC**) with software development models like **JIRA, Agile Scrum** Model
* I have good exposure in projects export and imports and merged different environments into single.
* Configured and implemented Incoming mail handlers in Jira.
* Responsible for working a queue of JIRA tickets to address system issues, user requests, etc. daily.
* Expertized in complex JIRA configurations including configuration of **Advanced Workflows**, **Custom field configurations**, **Screen Schemes**, **Permission schemes** and Notification schemes.
* Expert in using creating stories and reports like JIRA.
* Actively participated in Scrum meetings, reviews and developed test scenarios.
* Assisted **Scrum team** in preparing the **Sprint backlog**.
* Create team specific agile process flow in JIRA to move tasks from one activity to another.
* Investigated various products from JIRA.
* Integration of Tempo Time Tracking Tools in JIRA.
* Built templates and dashboards for customized views of the data specific to each group and line of business.
* Helping Scrum master across the company to customize JIRA for their requirements.
* Configuration for automatic issue creating through mail, customize status etc.
* Adept in providing Analytical Support to key business Applications /solutions.
* Excellent verbal and written skills, especially presenting findings to both technical and non-technical audiences.
* Evangelize best practices across different groups/divisions.
* Ability to work around the clock

**Professional Experience:**

* Working as Sr. Administrator in **TCS**, Hyderabad from Feb 2022 to till date.

**Educational Qualifications:**

* Bachelor of Technology from Balaji Institute of Engineering & Sciences, Narsampet, Warangal. 2015

**PROFESSIONAL EXPERIENCE:**

**Project: 1**

**Project Name:** AIG

**Duration:** Feb 2022 – July 2022

**Role:** Sr. Jira Administrator

**Responsibilities:**

* Worked as System Administrator, Atlassian Administrator, project teams that involved different development teams and multiple simultaneous software releases.
* **Migrated** projects between Server to Cloud instances without compromising their existing configuration using **Configuration Manager for Jira(CMJ)** Plugin.
* Migrated Jira projects and Confluence Spaces from one cloud instance to another in a fully transparent manner with no data loss.
* Created and built different types of dashboards depending on the team/user requirement, have a good understanding of all types of gadgets which can be used to customize **Jira dashboard**.
* Created custom dashboards, advance filters **JQL** and formula-based field.
* Created and modified **JIRA workflows** including project workflows, field configurations, notification schemes, etc. in JIRA.
* Worked on generating different types of reports in Jira like Agile reports, **EazyBI** reports etc. Also, have worked on creating customized reports depending on resource allocation or time tracking reports.
* Responsible for maintaining all Confluence Spaces and JIRA projects, workflows, permissions, users, etc.
* Integrated Jira with other Atlassian tools like **Confluence, Bit bucket, Jenkins** and **Git**.
* Helped in performance tuning of Jira datacenter by recommending & applying best practices and cleaning up Jira instances.
* Created users on Active Directory, synched the users on Jira and assigned groups and spaces.
* Setup different spaces in confluence for various projects and configured proper space permissions, page restrictions and used macros to customize the pages and documents.
* Worked with third-party Atlassian add-ons and escalating issues with support.
* Created Custom Dashboards for reporting metrics and Analytics via JQL Filters and Gadgets

**Project: 2**

**Project Name:** AMTRAK

**Duration:** June 2019 – Till date

**Role:** Sr. Jira Administrator

**Responsibilities:**

* Installed and tested various **plug ins/add-on’s**
* Good Exposure in implementation of **Work flows, Screens, Custom Variables, Post functions** in Work flows
* I have implemented various Dashboards implementation
* I have very good knowledge in **Mail, Crowd, AD/LDAP** Configuration with Jira & Confluence, etc
* Implemented Master and Slave nodes in Jenkins
* Assisted in assessment of existing production systems and configuration services for upgrading.
* Leading, planning, and managing documentation projects for product releases.
* Upgrade and Migration of Atlassian Products in both Linux and Windows Servers
* SME-Subject Matter Expert in all Jira project schemas such as Custom fields configuration, Screen Schemes, Workflows, Issue type schemes, permission scheme & notification schemes
* Experience providing training to development teams on how to track, plan and analyze using JIRA.
* Experience in Repository creation/managing.

**Project: 3**

**Project Name:** Electronic Arts’ Interactive Messaging Service (EIMS).

**Duration:** Feb 2018 – May 2019

**Role:** Jira Administrator

**Responsibilities:**

* Create complex JIRA workflows including project workflows, field configurations, screen schemes, permission schemes and notification schemes in JIRA.
* Added Workflow functionality, scripted Validators, Conditions and Post-Functions.
* Created System Services for Automatic Backups.
* Worked on Add on such as Tempo, Service desk, Portfolio, JSU, Automation for JIRA, X-Rays, Script Runners.
* Install, configure and administer JIRA and Confluence and other development tools
* Responsible for user management, security, configuring fields and screens, configuring workflows.
* Work with software engineers, database administrators, quality assurance staff and project managers to ensure a coordinated approach to processes, procedures and use of technology/tools
* Configure dashboard and generate reports on various format including Pie Chart, Average Age Chart, Heat Map on statistical data including Resolution, Time Spend etc.
* Evaluate, Install, and configure various JIRA plug-ins systems based on the requirement.
* Create custom fields and configure to use it in different Field Configuration and Screen.
* Configured the system to be highly available and to have a proper backup strategy to minimize down time.

**Project: 4**

**Project Name:** GSK (GlaxoSmithKline)

**Duration:** Feb 2017 – Jan 2018

**Role:** Jira Administrator.

**Responsibilities:**

* Creation of new Jira Projects
* Responsible for creating new users and groups in Jira
* Managing Issue type screens
* Responsible for creation of custom workflows
* Managing Jira – Issue Types with specified custom fields
* Providing permissions to the users for Confluence Wiki Pages
* Responsible for working a queue of JIRA tickets to address system issues, user requests, etc. daily.
* Responsible for managing user permissions for tools according to the needs of projects and teams.
* Prepared projects, dashboards, reports and questions for all JIRA related services.
* Providing required permissions to the users based on the request.
* Preparing succession of build by replicating of build data from original site to workplace using Jenkins build tool
* Strong interpersonal, communication and excellent organizational skills
* Quick learner with ability to grasp new technologies with ease and comfort.
* Good Team player and ability to deliver tasks on time. Strong Analytical and Problem-solving skills with good interpersonal and communications skills.