# Prashanthi Doppalapudi

# Mobile: +91 9398745282

**Email:** <prashanthid0518@gmail.com>

**Experience Summary:**

* Around **5** years of experience in **Atlassian** **Jira**, **Jira Service Desk**, **Crowd**, **Confluence**, **Basic of Bitbucket.**
* I have created and implemented many **Workflows** with **Advanced** options Condition, Validation, post function, triggers and etc.
* Created issue types, sub tasks, **Screens**, **Resolution** Screens, **Permission** Schemas, Notification Schemas, etc.
* Implemented Jira integration with AD/LDAP to get user authentication
* Provided access and created roles in Projects
* Installed **add-ons** in Jira and configured to projects
* Installed and Configured Crowd to authenticate users in Jira
* Prepared few Groovy scripts with help of Development team to customize the Jira
* Very good exposure in JDC-Jira Data Center
* I have very good knowledge in Jira, Confluence up-gradation.
* Good Exposure in implementation of Work flows, Screens, Custom Variables, Post
* Functions in Work flows
* Good Exposure in Dash boards implementation with JQL
* Prepared JQL's to get various reports and Installed easyBI and All in One Reports
* Very Good Exposure in Agile project implementation, Sprints, Epics, Components, Versions and Stories
* Provided end to end training to Business and end users
* Resolved all L1/L2/ tickets with in SLA time
* Created Pages, Child Pages, Spaces in confluence.
* I have very good exposure in Jira, Confluence, Crowd, Bitbucket.
* Extensively worked in Scrum environment with active involvement in daily meetings.
* Developing application by customizing fields, permission and workflow.
* Create customized dashboards for teams.
* Create team specific agile process flow in JIRA to move tasks from one activity to another.
* Worked on Shift timings to provide support & to provide on-call support
* Experience providing training to development teams on how to track, plan and analyze using JIRA
* Conducted trainings for teams on team collaboration and effective use of confluence

# EMPLOYMENT DETAILS

* Working with Capgemini, Mumbai from Oct 2017 to till Date

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# EDUCATION

* MBA from JNTUH

# TECHNICAL SKILLS

* Jira Core
* Jira S/W
* Jira Service Desk
* Confluence
* LDAP/AD
* Workflow Development

# Project Details

Client : Maxlife Insurance

Project : User Support

Duration : Feb 2020 – Till date

Role : Jira Administrator

Tools : Jira Cloud, Jira Service desk

**ROLES AND RESPONSIBILITIES**

* Creating project in Jira Service Desk.
* Configuring Issue Types for Project.
* Created Customized workflow in JIRA Service Desk
* Configuration/Permissions and Notification schemes for project.
* Installed and tested various plug INS/Add-ons in Jira.
* Importing issues from other environments such as from CSV files in Jira Service Desk.
* Creating Jira Service Desk projects, Custom fields, Issue Types and screens for Customer portals. Configure the Customer Portal, request types, queues, SLA metrics and automation.
* Created Reports and preparing Dashboards using JQL.
* Providing solutions and resolving them based on SLA.
* Importing bulk issues into Jira Projects using CSV files.
* Reported performance related issues to management by analysis and tracking of existing Systems.
* Supporting complex Atlassian environments and have experience with integrating Atlassian tools with other internal & external systems.
* Provided ongoing support and configuration for JIRA projects, workflows, screens, fields, permissions, and other administrative tasks
* Addressed user questions and develop training as needed, worked on incoming questions and inquiries related to JIRA applications.
* Created JIRA projects, templates, workflows, screens, fields and other administrative activities
* Prepared projects, dashboards, reports and questions for all JIRA related services.
* Implemented new JIRA workflows for the QA teams
* Users Administration and Handling Licenses Performed JIRA configuration
* Worked on JIRA customization - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes
* Installed and managed plug-ins for JIRA and Confluence in production environment.
* Worked with various teams on Setting new JIRA& CONFLUENCE instances for new teams
* Worked on integrating JIRA with Confluence, Fisheye, and Crucible.
* Created custom templates for use within Confluence
* Setup JIRA "Timesheet Report" plugin, to help users for time-tracking on their dashboards using a JQL or by configuring manually.
* Helped users in setting up "Timesheet report" to analyze the workload, "Project Pivot" gadget to display the worked hours (In most cases it could be project specific in specified time).
* Helped users to subscribe to this timesheet report to receive email notifications.
* ~~Developed interface in dashboard and used JIRA Queries to handle it.~~

**Environment**: JIRA, Confluence, Crowd

Client : Wonderware IntelaTrac

Role : SSE

Duration : Oct 2017 to Jan 2020

Team : 3

**PROJECT DESCRIPTION**:

Wonderware IntelaTrac is the industry-leading mobile workforce and decision support system. IntelaTrac includes configurable software and ruggedized mobile hardware solutions that enable workflow, data collection and general task management, for plant operations, maintenance management, and production tracking and compliance applications.

IntelaTrac is a key component of a complete plant intelligence solution that connects all of your wired and stranded assets – enabling an even broader visibility into the performance of your assets than ever before.  IntelaTrac’s asset-centric approach makes tracking asset performance straightforward, supporting Reliability Centered Maintenance initiatives.

**ROLES AND RESPONSIBILITIES:**

* Worked on JIRA for tracking and updating the JIRA tickets.
* Created JIRA Work flows/permission Schema/Screens/ Custom fields Schemes for multiple projects as per business needs.
* Participated installing Jira in Linux environment.
* Creating complex JIRA workflows including project workflows, field configurations, screen schemes, permission schemes and notification schemes.
* Mentor, coordinator and leadership roles in creation and execution of Software implementation
* Extensively worked in Scrum environment with active involvement in daily meetings.
* Interact with business analysts and software developers for bug reviews and participated in QA meetings.
* Assisted Scrum team in preparing the Sprint backlog.
* Experience providing training to development teams on how to track, plan and analyze using JIRA.
* Conducted trainings for teams on team collaboration on effective use of Jira & confluence.
* Preparing documentation plan, estimating work, and assigning work to the team
* Participation in sprint planning, Requirements understanding, creation of test strategy

Place: Mumbai

Date: D. Prashanthi