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| Prathyusha Avula  Senior Jira Administrator | | Contact Number: +91 8500352552  Email ID: mailtoavula90@gmail.com‬ | |
| SUMMARY | | | |
| * **8 years** of experience in providing high quality technology solutions that address business needs by developing applications and process implementations within mature technology environments. * Experience in maintaining Atlassian products like JIRA, Confluence, Fisheye, Bamboo, Crowd etc. * Hands-on experience in **Agile Scrum** model, waterfall models, XP Practices like Pair Programming and Test Driven Development (TDD). * **JIRA Administration** experience with customizing JIRA projects with various schemas, complex workflows, screen schemes, permission schemes, and notification schemes etc. * Implemented continuous build and continuous integration & deployment process using tools like **Jenkins** and **bamboo** etc. * Used **eazyBI** for reports, charts, and dashboards add-on for JIRA. * Attended in planning meetings which includes project managers, business analysts and team members to analyze project plan and business requirements. * Organized and attended code review meetings to discuss the application changes and to ensure aligned to predefined architecture designs. * Prepared various Groovy Scripts * Implemented CI & CD in Bamboo and Jenkins * Pipeline with add-on implemented in Jenkins * Experience in Identifying, debugging and troubleshooting application code-related issues in production. * Capable to keep track of issues & requests and ensure proper follow-up to closure. * Strong knowledge on JIRA administration and JIRA **workflow design** andJIRA **service desk.** * Have been working on Query optimization, functions and Stored Procedures and other database objects. Worked on **Oracle9i, 10g and 11g, MySQL**. * Used **Jenkins** for continuous integration to setup the nightly builds and for deploying artifacts into corporate archive repository. | | | |
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| * **Project Management Tools:** Atlassian - JIRA and Confluence, Stash * **Scripting Tools:** Shell scripting, Perl * **Database:** Oracle - SQL | * **Job Scheduling Tool:** AUTOSYS, Cron * **Tools:**Jira , Confluence, Gerrit, Github, Rundeck, Nexus, SonarQube | | * **Software Methodologies:** SDLC, Agile, Waterfall * **Version Control Tools:** CVS, SVN, GIT * **Operating Systems:** Windows XP/7, UNIX, Linux |
| **JIRA EXPERTISE**   * **Issue type schemes** * **Permission schemes** * **Email notification schemes** * **Issue security levels** * **Comment visibility** * **Workflow conditions** | | | |
| * **WORK EXPERIENCE:**   **Jira Administrator/Atlassian Tools Administrator**  **Novartis –Cognizant Technology Solutions Dec 2020 to present**  **Responsibilities**:   * Responsible for administration, maintenance, upgrades and enhancements to **JIRA, Confluence, Bitbucket**and integrations with other tools or plugins. * Administration of Atlassian toolset and **DevOps related Integration Tools** (Teamcity, Bitbucket) * Administration of **Atlassian Add-ons** and 3rd party integrations, plugins, and extensions * Vet the security of those add-ons and integrations, etc. * Gather requirements for business processes, and determine ways to optimize/improve JIRA/Confluence build and configure complex workflows and screen, field, security, and notification schemes * Develop **metrics dashboards** and advanced filters in JIRA to provide end-users and business leadership with meaningful operational/performance metrics and status reports * Implement Atlassian Tools upgrades, and partner with other IT staff to coordinate infrastructure maintenance and system migrations. * JIRA Agile (formerly Greenhopper),installed plugins for **Confluence**, experience maintaining custom Java custom reporting in JIRA * Develop & maintain **custom JIRA workflows** based upon business requirements * Created custom permission schemes, notification schemes, screens, and similar configuration changes on a project by project basis. * Provided User Management and support for **1000+ local** and **remote** users, manage system access across groups to ensure compliance, and maintain best practices. * Created and manage security schemes, permission schemes and configurations * Interface with development groups within organization as the IT liaison for Development Cycles/Software. * Collaborated effectively with other technical teams to exploit new technologies to enhance the applications and service infrastructure - determine ways to improve the **JIRA/Confluence** * Train, guide, and assist end-users in use of **JIRA/Confluence** * Worked with Atlassian support and PS when needed to fix, maintain, improve * Managed change control, including appropriate rollback plans, for our Atlassian suite.   **Technical Environment:** JIRA 7.1, Jira, HPQTP, Service desk, Bitbucket, Stash 3.3, Crowd 2.x, Confluence 3.0.x, GIT, JQL, SQL Ant, Maven, PERL, portfolio, Shell Scripts, UNIX, Linux, VMware, Zephyr, Infrastructure 4/5.  **Achievements**   * Upgraded JIRA, Confluence, Stash to new versions * Performed business resiliency activity successfully with minimum outage * Turnaround time to solve any issue is minimal compared to other peers. * Got appreciations from users to quick and quality of work * Educated users/peers with various functionality of application we support.   **Atlassian Jira Administrator**  **Wells Fargo–Cognizant Technology Solutions DEC 2018 to Nov 2019**  **Responsibilities**:   * Analyzed an existing JIRA installation, provide formal proposals for improvements, and implement changes to realize greater efficiency, productivity, and reliability in a fast-paced product development environment * Developed advanced **JIRA workflows** and **permission scheme**, **notification schemes**, **Screen scheme**. * Troubleshoot to resolve problems in an existing **JIRA** installation and implement all approved changes. * Work with development and leads to review testing approaches and ensure solutions support enterprise goals * Work with management, developers, quality engineers, and product managers to gather requirements and define workflow for a new project, then implement in **JIRA**. * 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. * Document procedures that meet, and to develop documentation to guide as well as train employees on continued administration and use of the JIRA system. * Kept the executive team informed of project progress, issues, risks and status.   **Technical Environment**:JIRA, Confluence, GIT, Linux, SVN, VMware, MYSQL.  **Achievements:**   * Upgraded JIRA, Confluence to new versions * Integrated **Jama** with **JIRA**, to manage tasks and defects and synchronized solutions aligned with entire team.   **Jira Administrator**  **First Data–Cognizant Technology Solutions March 2017 to Nov 2018**  **Responsibilities**:   * Recognized for keeping **JIRA and Confluence up 99.99%,** which was instrumental in achieving ISO 20000/27000 certification for the company. * Coordinated with over 10 Business Units that included 300+ projects to develop **JIRA Migration Plan**, and worked on implementing it for successful upgrade of **JIRA 6.2 to the JIRA 7.0.** * Create complex JIRA workflows including project workflows, field configurations, screen schemes, permission schemes and notification schemes. * Manage user permissions to tools according to the needs of projects and teams. * Administer the system including but not limited to **setting up new users, groups, projects,** and configurations. * Develop application by **customizing fields**, permission and workflow. * Create customized **dashboards** for teams. * Develop confluence pages. * Set up the new common ticketing and version control environment. * Experience providing training to development teams on how to track, plan and analyze using JIRA. * Day-to-day management and administration of **Atlassian tools**, including workflows, user accounts, custom; fields, dashboards, reports, security schemas, issue schemas, project creation, etc. * Develop metrics dashboards and advanced filters in Jira to provide end-users and business leadership with meaningful operational/performance metrics and status reports. * Setup JIRA Sandboxes and test new plugins and add-ons to ensure compatibility. * Work with stakeholders to determine ways to **optimize/improve** Jira setup and workflows. * Provide training to technical and non-technical teams to use Atlassian tools. * Use JIRA third party add-ons for extending the functionality of Atlassian Tools.   **Technical Environment:** JIRA, Confluence, Java/J2EE, Jenkins, AWS, Apache HTTP, Jama.  **Achievements:**   * Upgraded JIRA, Confluence to new versions * Used Python for interacting with JIRA. * Turnaround time to solve any issue is minimal compared to other peers.   **Atlassian JIRA Administrator**  **KOHL’S – Wipro Technologies Sep 2014 – Jan 2017**  **Responsibilities:**   * Create complex JIRA workflows including project workflows, field configurations, screen schemes, permission schemes and notification schemes. * Manage user permissions to tools according to the needs of projects and teams. * Administer the system including but not limited to setting up new users, groups, projects, and configurations. * Develop application by customizing fields, permission and workflow. * Create customized dashboards for teams. * Develop confluence pages. * Set up the new common ticketing and version control environment. * Experience providing training to development teams on how to track, plan and analyze using JIRA.   **Technical Environment:** JIRA, Confluence, Jenkins, AWS, Apache HTTP  **Achievements:**   * **Handled P1, P2 & P3 issues simultaneously in a single day** * **Performed business resiliency activity successfully with minimum outage** * Conducting training sessions to educate users how all the above mentioned applications are used. * Have been responsible for building process flows and knowledge base documents for Level 1/Level 2 * Support which has helped improve efficiency of support. * I have received high performance ratings, user appreciations during my tenure in this project. * Participated in application integration testing with other modules/ third party plugins. | | | |
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