Praveen kumar V

**JIRA**  **Administrator & Developer**

# **AtlasSian Tools**

JIRA Software

JIRA Agile

Service Desk

Confluence

Work Management

# **SKILLS**

JIRA Installation,

Up gradation & Migration.

JIRA Workflows dévelopement using Conditions, Validators, Post functions.

**Mail Id** : prkj8050@gmail.com

**Mobile No** : 8050973522

# **SUMMARY:**

# I‘m haveing 4.9 years of experience in Atlassian JIRA Administrator, Confluence, Crowd, Fisheye, java script, Agile, Service desk Administration Good Exposure in Analysis, Design, Development, Project management, agile methodologies, Collaboration tools, Continuous Integration

# **Professional Experience**

* I have more than 4.9 years of experience in Atlassian JIRA Administrator, Confluence, Crowd, Fisheye, java script, Agile, Service desk Support Good Exposure in Analysis, Design, Development, Project management, agile methodologies, Collaboration tools, Continuous Integration.
* I have 1.6 year experience of Atlassian JIRA Development with using Groovy Script
* I have very good experience with JIRA management tools, Crucible and Confluence pages’ development
* I have good knowledge with multiple add-ons (“Create-on-Transition”, “update-on-Transition Add-on”, “JIRA suite utilities”, “Script runner”, “Email this issues add-on”, “Dynamic forms”, “extension for JIRA service desk”, “Configuration Manager for JIRA”, “ServiceRocket JIRA connector”, “Automation for JIRA”, “Tempo Timesheet plug-in”, “JIRA misc custom fields”. etc)
* Installed and tested various plug ins/add-on’s
* I have very good knowledge in Database clustering and taking the JIRA, Confluence DB backup’s
* Currently working as JIRA, Confluence, Service Desk.
* I have very good knowledge in JIRA, Confluence Up gradation & Migration from lower version to new version (Both Core and Applications up gradation)
* Good Exposure in implementation of Work flows, Screens, Custom Variables, Post functions in Work flows
* Good Exposure in Dash and Scrum boards implementation
* Very Good Exposure in Agile project implementation, Sprints, Epics, Stories
* Provided end to end training to Business and end users
* I have very good knowledge in Groovy Scripting
* I have good exposure in projects export and imports and merged different environments into single

Good Team player with Excellent communication skills Experience in Client Focused Environment

|  |  |
| --- | --- |
| **Jira Upgradation** | JIRA version 8.3.0 to 8.13.18 upgraded. |
| **Jira Migration** | Windows to Linux. |

* I have good experience in implementing **Confluence Spaces, Pages, Child pages** and performed **Import and Export operations.**

# **TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Software’s & Tools** | Jira, Jira Agile, Jira Service Desk, Confluence. |
| **Scripting** | Groovy Scripting |
| **Platform** | Windows and Atlassian Cloud |
| **Version Control** | GIT |

# **Experience:**

* Working as a **Atlassian Administrator** & **Developer** in **ND Technologies Pvt Ltd**, Bangalore from Sep 2017 to Till date.

**Project #1**

|  |  |
| --- | --- |
| **Client** | **Xilinx** |
| Duration | Feb 2020 to till date Team Size:02 |
| Description | **Xilinx** has been recognized as the best credit ratingagency in 2018 for high yield, sovereigns, and public finance. It is the agency's first wins for the high yield and overeign’s categories, and the third accolade in a row for public finance. |

**Roles & Responsibilities**

* JIRA exp in various platforms like windows and cloud in JIRA software, service desk, work management & Confluence.
* Setup JIRA for project management in S/w and JSM.
* Managing users and groups permission.
* Creation of Spaces, Pages, Child pages, Templates in Confluence.
* Take the overall responsibility for the Jira configuration and be the go-to person for any Jira issues, enhancements or best practice question.
* Create team specific agile process flow in JIRA to move tasks from one activity to another.
* Configure Agile Boards –Scrum and Kanban.
* Installation and configuration of continuous Integration servers.
* Created customized Dashboards for teams.
* Prepared projects, dashboards, reports for all JIRA related services.
* Resolving tickets based on SLA (Service Level Agreement).
* Provide support for the application and infrastructure including troubleshooting, performance tuning.
* Provide project level and plan based permissions.
* Preparing documents.
* Creating updated work process for exchange parallel confirmation.
* Created reports and dashboards for every gathering and line of business.
* Managed various development tools, testing tools and monitoring tools.
* Created several customer accounts and maintained users.

**Project #2**

|  |  |
| --- | --- |
| **Client** | Nous Infosystems |
| Duration | Sep 2017 to Feb 2020 Team Size:07 |
| Description | Nous Infosystems, Pearson’s web-based test administration system has been specifically  developed to meet the stringent delivery and security requirements of high-stakes  assessments, yet provides the flexibility to administrator, teacher and student tests in a  classroom or practice settings. |

**Roles & Responsibilities**

* Installing JIRA, Confluence, Jira Service Desk in Window & Cloud.
* JIRA installation and upgradation in Windows & Cloud.
* Setup JIRA Service Desk/Tickets
* Setup JIRA for Project Management & Shared Configurations.
* Setup JIRA for Test Case Management.
* Creation of new projects in JIRA.
* JIRA customization - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes.
* Responsible for creation of custom workflows.
* Perform JIRA Re-Indexing and Integrity checker.
* Managing Add-on’s in various Instances.
* Installing plug in‘s and managing licences.
* Creating and managing filters.
* Managing groups and role management based on projects.
* Troubleshooting the problems in JIRA.
* Prioritizing workload and resolving tickets based on Service Level Agreement.
* JIRA & Agil Best Practices.
* Managing users in Crowd directories.
* Backup and Restore procedures.
* Creating spaces, providing confluence user access and roles.
* Provided Local and Global permissions in Confluence.
* Maintaining plugins and their licenses.

# **Education**

* Bachelor of Computer Applications(BCA) with an aggregate of **62%** in 2017.
* Pre-University Course(PUC) from South East Asian college With **71.2%** in 2014
* SSLC from Bharathiya Vidyaniketan School with an aggregate of **59.4% in** 2012.