**Praveen Kumar   
 JIRA ADMINISTRATOR**

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**CARRER OBJECT:**

Looking for a challenging and responsible position in the field of Information Technology and have the flexibility to adapt to any new environment and work on any project wish to utilize this experience in an organization as part of them.

**TECHNICAL SKILLS:**

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| * **Technical Skills** | : | JIRA, Confluence, JIRA Service Desk, Jira Migration, Jira upgradation, Jira Intégration with AD/LDAP/CROWD. |
| * **Cloud** * **Database** | : | Atlassian  MySQL, Oracle10g/11g/12C, SQL Server 2012/2014 |
| * **Operating System** | : | Windows and Linux. |
| * **Application Server** | : | Tomcat. |

**PROFISSIONAL SUMMARY:**

* Having overall 4+ Years of Experience in Jira Admin, Confluence and Jira service desk.
* Experience in Atlassian Products on JIRA, Confluence.
* I have installed JIRA, Confluence, JIRA Service Desk in Windows.
* Worked on Issue Types, Workflows, Screens, Custom Fields, Permissions, Issue Security Levels, and Notification Schemes for JIRA Projects.
* Create Custom Workflows, Screens, and Fields in JIRA based on Client requirements.
* Created events, email Notification Schemes, and Assigned Project Roles in JIRA.
* Created screens and fields based on Issue Types.
* Created custom dashboards, advance filters and formula based fields.
* Created the Permission Schemes to restrict the users in Project level.
* Created Spaces, Pages, Child Pages and Templates in Confluence.
* Created a status report (weekly, monthly and Resource wise) in Confluence.
* Collaboration in Confluence.
* Installed Various Plug-ins (Add-ons) for Import/Update of Projects and Issues, Fields.
* Worked on Upgrade of Applications and Plug-Ins Synced with the old Production Applications.
* Worked with Jira Service Desk, created service desk request types.
* Prepared SLA’s as per client Terms and Conditions.
* Restrict the Request Types to other groups as per client requirements.
* Experience with developing high-level Design documents and participating in design reviews.
* Test Application in Agile development process.
* Analysing the requirements from the User Stories and writing test scenarios.
* Responsible for preparing, editing, maintaining and executing test cases

**EDUCATION DETAILS:**

* B.Com Computers from Kakatiya University in 2018.

**EXPERIENCE DETAILS:**

* Working as a **JIRA Administrator** in Devtechno Systems Pvt Ltd, from November 2018 to Till date.

**PROJECTS DETAILS:**

**PROJECT 2:   
Client : DELL**  
**Duration :** Nov- 2020 To Till Date **Role :** JIRA Administrator.

**Atlassian Tools :** JIRA, JIRA Service Desk and Confluence.

**Roles and Responsibilities:**

* Creation of Jira Projects based on business request.
* Managing Issue types for Jira Projects.
* Configure the JIRA workflow for the project for improvement processes for screens, workflow procedures and reports of applications as per business requirement.
* Troubleshooting and fixing errors common to Applications and Application servers.
* Installed JIRA Suite utilities plugin that provides additional workflow features such as conditions, validator and post-functions.
* Created users on Active Directory, synchronized the users on Jira and assigned groups and spaces.
* Installed and managed plug-ins for Jira and confluence in production environment.
* Managed JIRA Add-ons and Worked on Setup JIRA for Helpdesk/Tickets.
* Published JIRA gadgets and dashboards on confluence page.
* Migrated Jira, Confluence from CentOS to Windows
* Maintained Various Add-ons and resolved the performance issues in Jira and Confluence
* Implemented Agile boards
* Created filters for various request
* Improved the Database Connection pools
* Implemented few groovy scripts in script runner add-on.
* Maintained JIRA team and program tech lead with Change management review dashboards.
* Worked as team JIRA administrator providing access, working assigned tickets, and teaming with project developers to test product requirements/bugs/new improvements.
* Regular review, clean up, management and configuration of JIRA accounts and work closely with the different teams like LDAP, Network, and Infrastructure.

**PROJECT 1:**

**Client : Infinite**  
**Duration :** Nov-2018 To Sept-2020.  **Role :** JIRA Administrator.

**Atlassian Tools :** JIRA and JIRA Service Desk.

**Roles and Responsibilities:**

* Created/Managed Users and Groups in Jira.
* Installed and managed plugins for Jira and confluence in production environment and Installed and Managed JIRA Add-ons.
* Working on JIRA Agile projects like Creating Scrum/Kanban boards, configured columns, Filters and Reports for Sprints.
* Worked on JIRA Service Desk workflows, which includes project workflows, screen schemes and permission schemes.
* Up gradation and Migration of JIRA.
* Created/Managed Users and Groups in Jira.
* Installed and managed plugins for Jira and confluence in production environment and Installed and Managed JIRA Add-ons.
* Worked with JIRA Service Desk to set up service desk, Create Service desk request types, and make queues for service desk teams.
* Setup Jira "Timesheet Report" plugin, to help users for time tracking on their dashboards using a JQL or by configuring manually.
* Worked on JQL (Jira Query Language) filters, Dashboards, Gadgets for users.
* Monitor Jira logs when performing migrations, troubleshooting users’/system issues.
* JIRA customization - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes
* Creating project for testing team based on Zephyr plug-in.

**(Praveen Kumar)**