**JIRA ADMIN**

**PRAVEEN KUMAR**

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**SUMMARY:**

* Having 4+years of experience in IT industry and expert in Atlassian Products **like JIRA, Jira Service Desk, Atlassian Cloud, Confluence** in Windows and Linux

**TECHNICAL SKILLS:**

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| --- | --- | --- |
| * **Atlassian Tools** | : | JIRA, Confluence. |
| * **Database** | : | SQL and Oracle 11g/12c. |
| * **Operating System** | : | Windows and Linux. |
| * **Application Server** | : | Tomcat. |

**PROFISSIONAL SUMMARY:**

* 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.
* Created 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 the Permission Schemes to restrict the users in Project level.**
* Synchronized the Users from AD/LDAP to Crowd and Created users in JIRA Internal Directory.
* Created **Spaces, Pages, Child Pages and Templates in Confluence**.
* Collaboration in Confluence.
* Conducted trainings for teams on team collaboration and effective use of 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.
* Restrict the Request Types to other groups as per client requirements.
* Experience with developing high-level Design documents and participating in design reviews.
* I have good experience in implementing **Confluence Spaces, Pages, Child pages** and performed **Import and Export operations.**
* Good exposure in **Dashboards** and **Filter implementation**.

**EXPERIENCE DETAILS:**

* Working as a **Jira Administrator** in **FRONTLINE TECHNOLOGIES LTD** Hyderabad from JULY 2018 to till date.

**EDUCATION DETAILS:**

* B.COM from Bangalore University in the year 2018 with aggregate of 72%.

**PROJECT 2:   
Client :** Free Charge **Duration :** August 2020 – Till date**.**

**Role :** System Engineer.

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

**Roles and Responsibilities:**

* JIRA installation and upgrade.
* Setup JIRA for project management.
* Managing users and groups permission.
* Creation of Spaces, Pages, Child pages, Templates in Confluence.
* Performed Import and Export operations 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.
* Serve as a technical advisor and the primary implementer for new capabilities in JIRA.
* 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).
* Integrate User with Microsoft Active Directory.
* 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 1:**

**Client :** Ernst & Young **Duration :** July 2018 - July 2020

**Role :** Team Member.

**Atlassian Tools** : JIRA, Confluence, Service desk

**Roles & Responsibilities**

* Installing JIRA, Confluence, Jira Service Desk in Linux.
* JIRA installation, up gradation and configuration.
* Setup JIRA Service Desk/Tickets
* Setup JIRA for Project Management, Bug Tracking and 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 and 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.
* Managing users in Crowd directories.
* Backup and Restore procedures.
* Creating spaces, providing confluence user access and roles.
* Provided Local and Global permissions in Confluence.

(PRAVEEN KUMAR)