*Suchetha p*

*Mobile: 9182582631*

*Email: suchethaPagidipalli7@gmail.com*

*6+ years of experience on Implementation of Atlassian Stack for delivering value to customers.*

# *Role – Jira Administrator*

# 

# *Expertise*

* *Implementation Of Jira software*
* *Implementation & Administration of Knowledge Base Application – Confluence and its integration with Jira.*
* *Sound knowledge of Software Development methodologies (Agile (Scrum/Kanban)) etc.*
* *Sound knowledge on SLA’s (Initial/First Response, Time to Resolution, Closure SLA etc.,)*
* *Sound knowledge Incident Management, Service Request Management, Change Management, Problem Management etc.*
* *Hands-on experience on Zephyr, Tempo Timesheet, EazyBI Add-ons*
* *Sound knowledge on Automation for Jira*
* *Knowledge on Migration of Atlassian products to cloud & Data center*
* *Upgrading Atlassian Stack of Products to Latest Versions.*

# *Professional Summary:*

# *Worked as* ***Jira Administrator*** *in* ***EasyBI solutions*** *from july 2015 to oct 2021*

# *Worked as* ***Jira and Confluence Administrator*** *in M****iddleware Systems Technology Pvt Ltd*** *from feb 2022 to oct 2022*

***Customer Project-1***

***One of the world's oldest, largest and best-known financial institutions.  
Period: 6 months + 3 months (Feb 2022 to Oct 2022)***

* *Maintaining JIRA Instance with Administration Activities .*
* *JIRA version Upgradation and Migration.*
* *Creation/Cloning of JIRA Projects.*
* *Creation of new JIRA users and JIRA groups.*
* *Providing privileges to the users.*
* *Re-indexing JIRA on timely basis*
* *Creating spaces in Confluence.*
* *Implementing JIRA workflows using advanced features such as Post functions, Conditions and Validations.*
* *Experience in configuring Field configurations, Notification schemes, Screen Schemes, Permission Schemes in JIRA Projects.*

***Customer Project-2***

***A global provider of digital business strategy, digital engineering, and information technology (IT) services***

***Period: 6 months (May 2021 to Oct 2021)***

* *Implemented Atlassian Jira Service Management on Cloud*
* *Automated the notifications at different levels using Automation for Jira*
* *Import of issues from CSV in Jira, mapping of fields while importing the Issues*
* *Assistance with Reports based on SLA’s, Agent Queues for respective Teams and relevant Dashboards Configuration*
* *Have conducted User and Admin trainings for new users*
* *Helped teams with necessary documentation and reporting of the tasks that were carried out*

***Customer Project-3***

***A multinational information technology services and consulting company  
Period: 2 years (Apr 2019 to Apr 2021)***

* *Implemented Atlassian Jira Service Management on Cloud*
* *Configuration of Customer Portal, Request Types, SLAs, Agent Queues with JQL*
* *Configured Workflows based on the requirements by using Post- functions, Validators, Conditions, Workflow Properties*
* *Configured the Automation Rules at Project Level and Global Level*
* *Have conducted User and Admin trainings for new users.*
* *Helped teams with necessary documentation and reporting of the tasks that were carried out.*
* *Providing User Trainings.*
* *Adding users to the UI.*
* *Configuring customer portal.*
* *Adding Customers to the project.*
* *Creating Filter subscription and Groups.*

***Customer Project-4***

***Global solution provider for electronic trading, position management, pricing & risk management for clients  
Period: Mar 2018 to Mar 2019***

* *Continuous support on Jira, Confluence Administration.*
* *Supported team by configuring Jira Service Management Project including workflows, automations, SLA’s and portal related configurations etc.*
* *Supported team on by integrating GitLab repos to Jira*
* *Supported on Script runner behaviors, listeners.*
* *Supported on administrative activities on Jira Software, Jira Service Management, Confluence and Bitbucket.*
* *Supported on Atlassian plugins like Email this issue, Jira Workflow Toolbox, Automation for Jira, Advanced Roadmap plans.*

***Customer Project-5***

***A company that designs and manufactures high-tech solutions for subsurface exploration  
Period: Feb 2017 to Feb 2018***

* *JIRA Configuration/Installaton/Upgradation.*
* *JIRA customization - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes*
* *Managing Add-on, Setup JIRA for Helpdesk/Tickets*
* *Setup JIRA for Project Management*
* *Setup JIRA for Bug Tracking*

***Customer Project-6***

***A company which Powering the New Era of Smart Everything—from Silicon to Software  
Period: Aug 2016 to Jan 2017***

* *Migration from data center to cloud*
* *Configure Agile Boards - Scrum and Kanban*
* *Integrating JIRA with Confluence*
* *Backup and Restore procedures*
* *Configured workflows based on the user requirements*
* *Adding and revoking access to the site*
* *Managing projects.*

***Customer Project-7***

***A Global collective of music makers and music lovers  
Period: July 2015 to July 2016***

* *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.*
* *Installing plug-ins and maintaining the licenses.*
* *Creating and managing filters.*
* *Managing Groups and Role management based on projects.*
* *Integration of JIRA with other applications using plug-ins.*
* *Importing bulk issues into JIRA Projects using CSV files.*
* *Restarting JIRA, performance monitoring of JIRA instances and checking log and backup files.*

# *TECHNICAL SKILLS*

***Languages*** *: Core Java, HTML, XML, CSS.*

***Tools*** *: JIRA CORE, JIRA Service Desk, JIRA Agile, Confluence, Crowd, Bitbucket*

***Application Servers*** *: Tomcat 8.X*

***Operating system*** *: Windows, Linux*

***Databases*** *: Oracle 9i, Oracle 10g, Oracle 11*

# *EDUCATIONAL CREDENTIALS*

*Bachelor of Technology (Electrical & Electronics & Engineering) VIGNAN INSTITUTE OF TECHNOLOGY AND SCIENCES, JNTUH University-2013.*