Having 6 years of IT experience with working on different tools like Atlassian Jira, Confluence, Crowd, Bitbucket and Collaboration tools, Continuous integration builds server configurations and management.

**Professional Summary**

* 6 years of experience in JIRA, Confluence, Crowd, Agile, Service Desk Support, Bamboo Administration.

1. *I have very good exposure in Jira, Confluence, Crowd, Bit bucket installation, configuration, up gradation, migration in both Windows and Linux environment.*

* Currently working as Jira, Confluence, Bitbcuket Administrator.
* I have very good knowledge in Jira, Confluence up-gradation from lower version to new Version (Both Core and Applications upgradation).
* I have upgraded from Jira 6.4.4 to 7.0.0, 7.2.4 to 7.13.10, 7.13.10 to 8.2.4, 8.2.4 to 8.5.3
* Implemented post function in advance workflows
* Integrated Jira with AD and Crowd, Also old Jira instances
* Experience providing training to development teams on how to track, plan and analyze using JIRA.
* Conducted trainings for teams on team collaboration and effective use of confluence.
* Preparing documentation plan, estimating work, and assigning work to the team.
* Expert in using creating stories and reports like JIRA.
* Mentor, coordinator and leadership roles in creation and execution of Software implementation
* Extensively worked in Scrum environment with active involvement in daily meetings.
* Test applications in Agile development process.
* Expert in developing various test plans and test cases from user stories.
* Actively participated in Scrum meetings, reviews and developed test scenarios.
* Good experience in creating Reports.
* I have good experience in implementing Confluence Spaces, Pages, Child pages and performed Import and Export operations.
* Assisted Scrum team in preparing the Sprint backlog..
* Managing and checking the overall **server health and functionality**.
* Monitoring JIRA disk space usage.
* Installed and tested various plug ins/add-on’s
* Create complex JIRA workflows including project workflows, field configurations, screen schemes, permission schemes and notification schemes in JIRA.
* Manage user permissions to tools according to the needs of projects and teams.
* Lead and provide technical assistance and/or training in using JIRA and Confluence and other tools as identified
* Setting up alerts and enforcing policies
* Train Business leads with the new JIRA functionalities

**Education Qualification**

* ***POST* *Graduation* in *MASTER* OF *BUSINESS* ADMINISTATOR from** JNTU UNIVERSITY(2013).

**Professional Experience**

* Worked as **Consultant** in **Sutherland from** May 2016 to October 2016.
* Worked as **Jira Administrator** in **Emphasis** underPayroll V**A solution Pvt.Ltd from** November 2016 to September 2021.
* Worked as **Senior Jira Administrator** in **Tech Mahindra** underPayroll

**Ushankk enterprises private limited**

**Project Details**

**Project 1 :**

**Project Name *:*** *Verizon*

**Tenure *:*** *Sep 2021 - Sep 2022*

**Role &Contribution *:***

* Creation of new Jira Projects and setting up the projects as per user requirement
* Responsible for creating new users and groups in Jira.
* Managing Issue type schemes, Workflow schemes, Permission schemes
* Notification schemes and Issue type Screen Schemes
* Responsible for creation of custom workflows, Managing Jira – Issue Types with
* specified custom fields.
* Providing permissions to the users for Confluence Wiki Pages
* Maintaining backups and purging Old backups.
* Prepared projects, dashboards, reports for all JIRA related services.
* Migrated the Jira and Confluence data from Windows to Linux environment.
* Bulk import of issues into Jira Projects using CSV files.
* Deployment and make the necessary changes in configuration as per the
* migration process. Experienced in Installing, Upgrading Atlassian products.
* Support, compile and troubleshoot Atlassian tools.
* Troubleshooting and fixing errors common to Applications and Application
* servers
* Version Control Software Setup, Administration, Configuration (GIT, Subversion,
* CVS)
* Involved in Atlassian Plugin Development using Java.
* Evaluated and repaired existing Atlassian Suite installation in preparation of
* upgrade.
* Creating updated work process for exchange parallel confirmation.
* Created formats and dashboards for tweaked perspectives of the information
* particular to every gathering and line of business.
* Produced scripts for viable combination of JIRA applications with different tools.
* Designed custom JIRA workflow and Worked on JIRA for Bug Tracking.
* Plan, evaluate, deploy, operate and maintain tools to suit the expanding user
* database
* Provided training to technical and non-technical teams to use Atlassian tools
* Managed various development tools, testing tools and monitoring tools
* Worked on JIRA &amp; Agile (formerly known as Green hopper) Best Practices.
* Created several customer accounts and maintained users.
* Creating plan for projects with Portfolio plugin.
* Serve as a specialized advocate and the essential implementer for new
* capacities in JIRA.
* Created dashboards, reports and inquiries for all JIRA related administrations.
* Compile and analysis development and operational bug reports
* Proposed change forms for screens, work process methods and reports of
* uses. Integration of Tempo Time Tracking Tools in JIRA.

**Project 2:**

**Project Name :** Mobility

**Tenure :** November 2016 to September 2021

**Role & Contribution :**

* Create complex JIRA workflows including project workflows, field configurations, screen schemes, permission schemes and notification schemes.
* Installation and configuration of continuous Integration servers.
* Helping Scrum master across the company to customize JIRA for their requirements.
* Work closely with stakeholders to successfully complete IT infrastructure projects.
* 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.
* Create customized dashboards for teams.
* Developing confluence pages. Provide support for the application and infrastructure including troubleshooting, performance tuning.
* Integrate User with Microsoft Active Directory.

**Project 3:**

**Project Name :** Coventry

**Tenure :** May 2016 to October 2016

**Skills**

| * + - 1. **Programming Languages** | **HTML, Groovy scripting** |
| --- | --- |
| * + - 1. **Operating System** | **Windows (All Versions),Linux.** |
| * + - 1. **Tools /DB/Packages** | **Jira Software, Jira Service desk, Jira agile, Confluence, Bamboo, Crowd** |
| * + - 1. **Version Control Tools** | **GIT, SVN, GITHUB and CVS** |
| * + - 1. **Application Servers** | **Tomcat 8.5** |
| * + - 1. **AWS Services** | * + - 1. **EC2, RDS, EBS, Route53** |

**Personal Information**

| * + - 1. **Date of Birth** | 09/09/1990 | * + - 1. **Age** | 32 |
| --- | --- | --- | --- |
| * + - 1. **Gender** | Female | * + - 1. **Marital Status** | Married |
| * + - 1. **Email** | **kethapooji@gmail.com** | * + - 1. **Mobile No** | **91-9962985098** |