

# JIRA ADMIN

**M. DILLI BABU**

**Mail Id:** [meruvaladillibabu95105@gmail.com](mailto:meruvaladillibabu95105@gmail.com)

**Mobile No:** +91- 8072819520

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## SUMMARY:

- Having 5+ years of experience in IT industry and expert in Atlassian Products like **JIRA, Jira Service Desk, Atlassian Cloud, Confluence, Git, Bitbucket** in Windows and Linux.

## TECHNICAL SKILLS:

- **Atlassian Tools** : JIRA, Confluence.
- **Server** : Atlassian.
- **Source Control Tools** : GIT.
- **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, Bitbucket, and Bamboo 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.**
- I have good knowledge in Script runner.
- Good exposure in **Dashboards** and **Filter implementation.**
- I have knowledge in **Groovy Scripting.**

### **EXPERIENCE DETAILS:**

- Currently working as a **Jira Administrator** in Microlinks Services India Private Limited, Bangalore from 2017 to till date.

### **EDUCATION DETAILS:**

- B. Tech from JNTU-Anantapur in the year 2015 with aggregate of **71.48%**.
- Intermediate from Himaja Jr. College with an aggregate of **80.7%** in 2011.
- SSC from Z.P. High School, Palamangalam with an aggregate of **85.5%** in 2009.

### **PROJECT 1:**

<b>Organization</b>	:	<b>Mphasis</b>
<b>Duration</b>	:	Sep 2017 – June 2019.
<b>Role</b>	:	JIRA Administrator.
<b>Atlassian Tools</b>	:	JIRA, Confluence, and JIRA Service Desk.

### **Roles and Responsibilities:**

- Installing JIRA, Confluence, Jira Service Desk in Linux.
- JIRA installation, upgradation and configuration.
- Setup JIRA for Project Management, Bug Tracking and Test Case Management.
- Setup JIRA Service Desk/Tickets.
- 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.

- 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.
- I have installed many plug-ins (NFeed, JIRA Suite Utilities, Groovy Scripting, Extension for JIRA Service desk, Tempo Planner, and Project Configurator) based on requirement.
- Implemented few groovy scripts in script runner add-on.
- Write A groovy script code based on JIRA requirement.
- 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.

## **PROJECT 2:**

<b>Organization</b>	:	<b>Mphasis</b>
<b>Client</b>	:	<b>HP</b>
<b>Duration</b>	:	June 2019 - Till Date.
<b>Role</b>	:	JIRA Administrator.
<b>Atlassian Tools</b>	:	JIRA, Confluence, and JIRA Service Desk, Bitbucket.

## **Roles and Responsibilities:**

- Create comprehensive JIRA workflow including project workflow, screen schemes, permissions, notification schemes etc.
- JIRA Project management.
- Working on Add-ons such as workflow toolbox, Script runner, JIRA Misc workflow function extensions and Time Sheet Pro Add-on.
- Create team specific agile process flow in JIRA to move tasks from one activity to another.
- Performing Health check in JIRA, Re-indexing the JIRA instance when required.
- Configured the Mail Server Bamboo.
- Managing Groups and Role management
- Customized JIRA Configurations based on project level requirements.
- Create customized dashboard for team.
- Perform JIRA Re-indexing and Integrity Checker.
- Restarting JIRA, performance monitoring of JIRA instance and checking log and backup files.
- Creating Space, providing Confluence user access and roles.
- Creating SVN repository and providing user access and roles.

- Authoring test case and executing them and creating the defects accordingly as per Test Management Process, Project Creation and User management.
- Taken ownership in checking Plug-in compatibility and UAT pre-upgrade of JIRA.
- Managing User and Group permissions.
- Deactivation of the user and project not in use more than 6 months, monitor the license utilization on weekly basis and alter the stakeholders.

**Declaration:**

I hereby declare that all the above-furnished information is true to the best of my knowledge and belief.

Place: Bangalore

M. Dilli Babu