

SATYA PRAKASH
JIRA ADMINISTRATOR

E-Mail: satyaroyals136@gmail.com

Contact: +91-6309749765

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:

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

PROFISSIONAL SUMMARY:

- Having overall **4.9** Years' Experience in Atlassian Tools.
- Experience in Atlassian Products on JIRA, Confluence.
- I have installed JIRA, Confluence and Bitbucket 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.
- Synchronized the Users from AD/LDAP to Crowd and Created users in JIRA Internal Directory.
- Created Spaces, Pages, Child Pages and Templates in Confluence.
- Created a status reports (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.

EXPERIENCE DETAILS:

Company Name	From	To	Duration	Roles
Harman International India PVT. LTD	NOV 2017	Till Date	4.9	JIRA Administrator

EDUCATION DETAILS:

Qualification	Year of Passing	College/University
B.Tech (IT)	2015	JNTU - A

PROJECT 1:

Client : UTC (United Technology Corporation)

Duration : NOV 2017 – NOV 2019

Role : JIRA Administrator.

Atlassian Tools : JIRA, and Confluence.

Roles and Responsibilities:

- Experienced in Upgrading Atlassian Tools.
- 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.
- 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.
- 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 2:

Client : **Morgan Stanley**
Duration : NOV 2019 – Till Date.
Role : JIRA Administrator.
Atlassian Tools : JIRA and Confluence.

Roles and Responsibilities:

- 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
- Backup and Restore procedures
- Creating project for testing team based on Zephyr plug-in.

(V.Satya Prakash)