

Varsha Gupta

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PERSONAL SUMMARY & CAREER OBJECTIVE

An enthusiastic engineer with the necessary drive and determination to resolve complex issues. I possess effective organizational skills and excellent working knowledge of technologies. I intend to contribute positively to my personal growth as well as to the growth of the organization.

PROFESSIONAL EXPERIENCE

Andritz Hydro Pvt Ltd

*Andritz Hydro**June 2018– Present*

Working as Associate Consultant with over 2.5 Years of experience in complete Atlassian Suite. Currently working as **Associate Consultant** as part of **Custom Application Team**. As a part of job Configuring Jira and Confluence, Bitbucket as per user requirement for different Projects.

Qualifications

- Diploma in Advance computing (CDAC) from Pune in 2017-2018.
- B.TECH (Information Technology) from Inderprastha Engineering College in 2016 with 72%
- Intermediate from I.S.C Board in 2011 with 65%
- High School from I.C.S.E Board in 2009 with 69%

Key Projects

Tools Development

Working as System Engineer with over 2.5 Years of diverse IT experience. Currently

- Technically Supporting the Software Tools Team, as a part of job Configuring Jira, Confluence, Stash and release tools/application as per user requirement for different Projects or clients.
- Excellent troubleshooting skills used to rapidly resolve challenging technical issues

Automation

- As a part of automation team responsible for automating day to day task from infrastructure end Using Shell to automate few redundant daily tasks in order to increase efficiency and productivity as per needs of client and teams involved.

- Develop Scripts Like Delete Log Files older than 30 days, Fetch the Configuration Of System time to time, Download the Files from different Platforms then Matching the list and Mail the relevant Data

New Development

- Helping team on-board to new tools and provide assistance for further usability
- Carry on new developments for upcoming new projects as per client and project need i.e. to understand the present workflow and make the tools efficient for use for the on boarding teams.

Project Details

Project: 1

- Duration : June 2018– Till Date.
- Role : Jira and Confluence Administrator
- Team : 6

Roles and Responsibilities:

- Prepared projects, dashboards, reports and questions for all JIRA related services.
- Provide in-depth training to business users on JIRA, bitbucket and Confluence features and functions
- Responded to all incoming questions and inquiries related to JIRA and confluence.
- Suggested improvement processes for screens, workflow procedures and reports of applications.
- Work on EazyBi Plugin for Analysis, View, Develop and Publish Reports according to Requirement.
- Work on Script Runner.
- Worked as team JIRA administrator providing access, working assigned tickets, and teaming with project developers to test product requirements/bugs/new improvements.
- Excellent troubleshooting skills used to rapidly resolve challenging technical issues
- Quickly learn and master new technologies.
- Working on API's in Jira to do user management
- Installed new Jira instances when requested by a division and upgraded Jira in production considering the number of projects and issues to improve the performance.
- Creation of interface on Jira
- JIRA customization - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes.
- ability to automate the tasks.
- Coordinated with team leads to determine needs and how best to implement JIRA within department.
- Handling the ServiceDesk tickets like access tickets, locked account, board creation, and project creation etc.
- Within 2.5 years approximately 1500 tickets solved within the time limit.
- Monitor Jira hosted servers and responded quickly to issues in case of application is down and updated tickets in such cases.
- Monitored logs in case of improper functionality of Jira/confluence for exceptions and apply the changes on Jira as per Atlassian KB (considering the type of exception).
- Installed and managed plugins for Jira in production environment such as Exporter, workflow enhancer for Jira etc.
- Create filters, Dashboards, Reports according to User Requirement.
- Customized, migrated JIRA projects as requested by users, including optimizing workflows, creating custom fields to support reporting needs, and managing gadgets.

- Knowledge of Databases, Exchange and Active Directory, APIs
- Created and configured new JIRA projects and worked with departments to maintain existing JIRA projects.
- Performed application and system administration tasks, including data backups and scheduled jobs.
- Followed agile methodology, interacted with the client to provide/take feedback on the features, suggest/implement optimal solutions and tailored application to customer needs.
- Up gradation, Migration and Fine tuning of Jira/Confluence instance.
- Worked on JQL (Jira Query Language) filters, Dashboards, Gadgets for users.
- Setup Jira & "Timesheet Report" plugin, to help users for time-tracking on their dashboards using a JQL or by configuring manually.

Project: 2

Duration : June 2018– Till Date.
 Role : Linux Administrator
 Team : 6

Roles and Responsibilities:

- server activities-performance checking
- Comfortable with CLI, and perform major task using CLI.
- Scripts to perform routine system admin tasks.
- Cron scheduler maintenance
- Installing and managing plugins for Confluence.
- Managing user management.
- Create spaces and pages on confluence according to user requirement.
- Restart the application whenever needed.
- Restricted the pages according to client requirement.

Major Technology Support

Sysadmin – Atlassian Products

- Served as the key player for any research related to Atlassian products.
- Experience in JIRA Administration, analysis, design, development, Project management, agile methodologies, and Collaboration tools.
- Installed, upgraded, integrated and administered Atlassian Tools: JIRA, Confluence and Stash.
- Compiled and installed various applications on Linux platforms.
- Configured and managed user access for the Atlassian Tools through crowd. Along with various plugin installation and evaluation.
- Checking for operating system, and JIRA patches and cumulative updates and work with DBA's to apply patches on Oracle environment.
- Proactively implemented automation scripts for maintenance and monitoring.
- Interacted with Atlassian and other plug-in vendors for support and troubleshooting.
 Installed, managed and administered Jira, Stash, Confluence add-ons, plug-in.

- Ensured on-boarding of application team to Atlassian team suite.
- Scheduled, documented and implemented production releases through change management.
- Created detailed technical and user-facing documentation; used Confluence as Wiki to set up an internal knowledge repository

SKILLS & COMPETENCIES

- Excellent troubleshooting skills used to rapidly resolve challenging technical issues
- Quickly learn and master new technologies.
- Received award for Imparting training to the trainees and handling the team.
- Gained Client confidence and appreciation for the Quality of work delivered.
- Equally successful in both team and self-directed settings.
- Broad technical knowledge across different tools, domains and technologies to resolve complex systems, networking, security and administration issues.
- Excellent interpersonal and problem-solving skills; known for quickly winning client confidence and providing value to businesses beyond expectations under pressure/ time constraints

Additional Information:

Marital Status:	Unmarried
Date of Birth:	26-Dec-1993
Language Known:	English, Hindi