

N SAI KESAVA

Designation: Jira Administrator & Developer / Software Engineer

Total Year of Experience: 5.1 Yrs.

Key Skills: Jira Admin & Developer & Atlassian Tools, Confluence, Service desk, Work management.

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Career Objective

Seeking a responsible and challenging position, in an energetic, self-motivating environment, where my professional attitude and constant drive towards success enables me to help further the growth and development of the organization and myself.

Experience

- Holding an experience of 5.1 years in **ACETEQ Web Services Pvt Ltd** as Atlassian JIRA Administration, Confluence, Crowd, Agile, Service desk Support, Administration Good Exposure in Analysis, Design, Development, Project management, Agile methodologies, Collaboration tools, Continuous Integration.
- Having exp around 2+ in JIRA development with using Groovy language.
- Configuration, maintenance, and administration of Atlassian products (Jira, Confluence, Jira Service Desk)
- Evaluate and manage the usage of Atlassian add-ons to meet team and business needs
- Worked on Issue Types, Workflows, Screens, Custom Fields, Permissions, Issue Security Levels, and Notification Schemes for JIRA Projects
 - Holding an experience in JIRA Developer in Groovy Script with Script runner plugin.
 - Create Custom Workflows, Screens, and Fields in JIRA based on Client requirements.
 - Created events, Email Notification Schemes, and Assigned Project Roles in JIRA.
- Devise, test, and deploy integration is between Atlassian products and other internal tool chains
- Created screens and fields based on Issue Types. Conduct training for employees and new hires on JIRA and also briefing the team/s on new functionalities.
- Research and implement new approaches on Jira and Confluence usage
- Created custom dashboards, advance filters, and formula-based fields.
- Created the Permission Schemes to restrict the users in Project level.
- Having a good knowledge with multiple add-on's ("JIRA suite utilities", "Script runner", "JETI", "Dynamic forms", "extension for JIRA service desk", "Configuration Manager for JIRA", "Automation for JIRA", "JIRA misc. custom fields", "Insight", "Dynamic Form's". etc.)

ACADEMIC PROFILE:

1. **B. Com 2012-2015:**
From Sri Venkateshwara College

EXPERIENCE:

- Working as **Jira Administrator & Developer** in **ACETEQ Web Services Pvt Ltd**, from July 2017 to till date.

PROJECT-II:

Project Name : Q u a l c o m m
Designation : Jira Administrator & Developer
Period : Oct 2020 to till date.

Roles and Responsibilities:

- Installing Jira in Windows environment Admin & Development.
- Creation of new Jira Projects in various types like S/W, Service desk projects.
- Responsible for creating new users and groups in Jira.
- Configuring Issue Types for the Jira Projects.
- Managing Issue type screens.
- Responsible for creation of custom workflows and adding advanced workflow features when required.
- Responsible for configuring custom fields for the requested issues types in the Jira projects.
- Re-indexing the Jira instance when required.
- Trouble shooting Jira user issues.
- Creation of Dashboards & Scrum by designing custom filters for end users.
- Installed and upgraded JIRA in production to keep up to date.
- Providing solutions and resolving them based on SLA.
- Importing issues from other environments such as from CVS files and Bugzilla to Jira Projects.
- Creating Project permission schemes and providing required permissions based on the requests.
- Configuring Notification scheme and adding requested people to be notified for Issue events.
- Reported performance related issues to management by analysis and tracking of existing systems and holding an experience in JIRA Developer in Groovy Script with Script runner plugin.
- Responded to all incoming questions and inquiries related to JIRA applications.
- Configuration/Permissions and Notification schemes for all projects.

PROJECT-I:

Project Name : Sonata
Designation : JIRA Admin
Period : July 2017 to Oct 2020.

Roles and Responsibilities:

- Creation of Jira Projects based on user request.
- Creation of new Jira users and Jira groups.
- Implementing Jira workflows using advanced features such as Post functions, Conditions and Validators.
- Experience in configuring Field configurations, Notification schemes, Screen Schemes, Permission Schemes in Jira Projects.
- Configure the Customer Portal, request types, queues, SLA metrics and automation.
- Installing plugins and maintaining the licenses.
- Re-indexing Jira on timely basis.
- Creating spaces in Confluence.
- Actively participated in downtime activities like up gradation and migrations.
- Worked as team JIRA administrator providing access, working assigned tickets, and teaming with project developers to test product requirements/bugs/new improvements.
- Providing privileges to the users.
- Troubleshooting the problems in Jira.
- Creating and managing filters.
- Managing Groups and Role management based on projects.
- Taken ownership in checking Plugin compatibility and UAT pre upgrade of Jira.
- Restarting Jira, performance monitoring of Jira instances and checking log and backup files.
- Prioritizing workload and resolving tickets based on Service Level Agreements.
- Integration of Jira with other applications using plugins.
- Importing bulk issues into Jira Projects using CSV files.
- Worked on creating new spaces as per project leads request.
- Worked on creating pages and templates as per user request.
- Hands on experience in configuring Space level and page level permissions.
- Implemented integration of Confluence with Jira.
- Worked on various reports that can be generated in Jira.
- Worked on updating the application and plugin's license whenever required.