

SUMMARY

- With 4 years and 8 months of work experience in HCL Technologies as a Jira and Confluence Administrator in Server DC and Atlassian Cloud Environments.

PROFESSIONAL EXPERIENCE

Jira and Confluence Administrator - HCL Technologies

Oct '18 - Present

Project-2: Client: Grab Taxi Role: Jira Administrator Environment: JIRA & CONFLUENCE

Chennai, TN

Responsibilities:

- Played vital role in Project Grooming as an Advisory.
- With strong interpersonal skills, ability to effectively communicate and share knowledge with contacts at all levels. Skilled in developing collaborative relationships with clients, colleagues and staff. Experience administering Atlassian Products(Jira, Jira Agile, Confluence).
- Excellent understanding of Agile development methodology.
- Excellent troubleshooting and problem solving skills
- Jira System administration and Project level administration experience.
- Create Customized Dashboards, JQL Filters and shared with teams and used it on gadgets.
- Install and Up-gradation of Jira and Confluence in both Linux and Windows environments.
- Experienced with various Jira versions.
- Ability to create Jira workflow, screen schemes, permissions schemes and notifications based on the requirement.
- Worked in Data center, server and Jira cloud environment.
- Experience in tuning a JVM.
- Provide user management for global and project level access, training and support for JIRA for existing users and extended teams, as requested.
- Provide User Management and support for 1000 plus local and remote users, manage system access to across groups to ensure compliance, and maintain best practices.
- Worked with JIRA Service Desk to set up Service Desk, create service desk request types, and make queues for service desk teams and Setup Jira Service Desk Portals for help desk and other teams. Jira integration with AD & LDAP.
- Worked in JIRA Customization with Workflow Schemes, workflows, Permissions, User/Group access controls, Notifications, Screens, Fields, Issue types and various other scheme settings.
- Worked on Confluence- Assigned user personal Space, pages, child pages, macros, digital signature and provided assistance in using Confluence.
- Backup and Restore Jira and Confluence.
- Experience on Integration of different applications using Application links through Confluence.
- Created events, email notification schemes and assigned project.
- Created Project roles in Jira and added them to the Project and Workflow transitions.
- Creating project for testing team based on Zephyr plug-in.
- Manage and administer JIRA/Confluence/Bit-Bucket add-ons, plugins, and extensions.
- Ability to integrate Jira projects with Confluence Pages.

- Re – indexing JIRA timely basis.
- Experienced in working with JIRA management tools and Confluence Spaces, pages, Child Pages development & Rendering. Taken care of any deleted pages or customization like rendering very good knowledge in custom variables, advanced workflows.
- Configuration and integration with AD/LDAP.
- Add a new project, configure an existing project or convert an existing project to another project type.
- Configuring a project which includes Project details, Issue types, Workflows, Screens, Fields, Settings, Roles, Versions, Components, Permissions, Notifications.
- Re-indexing, Deleting and Archiving a project.
- Updated the project name, project description, project avatar image, project URL, project lead, project role membership, project type, project components, project versions.
- Associating issue types with projects.
- In Confluence, have good knowledge in Migrating from Server to Data center, particularly import section, done a year before.
- Experience with the installation and configuration of the latest version of JIRA and Confluence.
- Experience with the migration of content during equivalent upgrades.
- Perform defect validation and post-implementation validation.
- Respond to support inquiries with a sense of urgency.
- Performs application and interface troubleshooting.
- Experience with the Atlassian software suite including JIRA and the associated plug-ins Crowd.
- Report to supervisor any suspected transactional issues, failures or potential losses
- May train others and will attend brown bag sessions to increase company awareness and enhance overall knowledge
- Prepare team MI and report to supervisor for open discussions to ensure on going learning and continuous improvement
- Raising and responding to client queries/issues in a timely manner. This will include ensuring the timely event reporting of breaches and incidents and work with supervisor to identify preventative measures when issues arise
- Coordinates special reports and projects
- Able to design new configurations to suit the needs of different teams

Jira and Confluence Administrator - HCL Technologies

Aug '17 - Sep '18

Project-1: Client: Group CAT Role: Jira & Confluence Administrator Environment: JIRA & CONFLUENCE

Chennai, TN

Responsibilities:

- Worked on JIRA for tracking and updating the JIRA tickets.
- Created JIRA Work flows/permission Schema/Screens/ Custom fields Schemes for multiple projects as per business needs.
- Create projects on Jira and created Jira Agile Scrum/Kanban and Service Desk Boards.
- Created Spaces, Pages, Child Pages, migration of pages/spaces in Confluence.
- Implemented application links between Jira, Confluence.
- Created and implemented Advanced workflows in Jira.
- Implemented backups at non business hours.
- Integrated Jira, Confluence with LDAP and AD.
- Created events, email notification schemes and assigned project roles on Jira.
- Worked on generating reports for senior management on Jira using gadgets.
- Created custom dashboards, JQL filters.

- Created events, email notification schemes and assigned project roles on Jira.
- Managing and checking the overall server health and functionality in SharePoint.
- Monitoring SharePoint disk space usage through the built-in SharePoint reports for each site collection.
- Managing SharePoint permissions.
- Analyzing and reporting upon SharePoint usage and activity.
- Moving/copying sites in SharePoint.
- Good knowledge schemes in Jira.
- Creating a new issue type scheme.
- Editing an issue type scheme.
- Associating an issue type scheme with projects.
- Choosing a project's issue type scheme.
- Using the Issue Type Migration Wizard.
- Editing a project key.
- Fixed the project entity links.
- Updated Jira Software agile board filters.
- Good knowledge in configuring Scrum board and Kanban Board.
- Customized Issue detail view to show additional fields
- Installing Atlassian Crowd in Windows Environment.
- Ability to prioritize tasks and adhere to priorities despite conflicting requests
- Able to appropriately raise and discuss issues.
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- Creating Users in Atlassian Crowd.
- Creating Groups in Atlassian Crowd.
- Adding new directories in Atlassian Crowd.

TOOLS:

JIRA Software, Confluence, JIRA Service Management, Atlassian Crowd, Scrum, Kanban, Issue Tracking, Git Lab.

OPERATING SYSTEMS:

Windows, Linux.
