

RESUME

Balaji V

Jira Administrator

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Objective:

I like to work in a growth-oriented environment, which will best utilize my educational, analytic, technical skills and enhance my knowledge as well as being an asset to the organization.

Professional Summary:

- Around 5 years of experience in IT, 4 years in DevOps & Atlassian Tool Administrator comprising of Software Configuration Management (SCM).
- Administration of Confluence, Space management, Customization, Space migration.
- Installation, administration and testing of Macros in confluence.
- Administration of JIRA - Workflow design and customization, complete project configuration involving customizing screens, fields, permissions, notifications, and application links. Configuration of agile and Kanban boards. Extensive customization using Script Runner plugin, usage of various plugins like workflow toolbox, portfolio, structure etc.
- Having good administration experience in maintaining Atlassian products like JIRA, Bitbucket etc.
- Contributed for daily build processes, including monitoring builds, break/fix management, issue tracking (JIRA), identifying and resolving a wide variety of build-related issues for different products and versions
- Installing, configuring, and maintaining Continuous Integration, Automation and Configuration Management tools.
- Experience in Repository creation/managing in Bitbucket
- Deployment, maintenance, and related tasks using Jenkins, Maven.
- Implementing and supporting for Development and Operations teams to build, deploy, monitor, and test applications.
- Implementing and supporting fully automated Continuous Integration and Continuous Delivery processes.

- Experience in performing code scan using SonarQube.
- Analysing bugs, interacting with development and QA teams to fix the defects and build failures. Experienced in driving all release activities E2E.
- All the plug-ins and applications (stash, JIRA) and synced with the old production applications.
- Setting up continuous integration and formal builds using Jenkins with Artifactory repository.
- Set up Jenkins projects based on user requirements & configuration of jobs
- Maintain user management, roles, and permissions.
- Working on Jenkins Build pipeline configuration, Configuring Master-slave on Jenkins and resolving related issues.
- Experience in performing Jenkins's project migrations.
- Installations, configurations of Git, Jenkins, SonarQube.
- Experienced in authoring pom.xml files, performing releases with the Maven release plugin, and managing artifacts using Artifactory Maven repository.
- Used Maven dependency management system to deploy snapshot and release artifacts to Artifactory to share artifacts across projects and environments
- Experience in administrating Artifactory repository to deploy the artifacts generated by Maven and to store the dependent jars which are used during the build.
- Strong analytical and problem-solving skills, highly motivated, good team player with very good communication & interpersonal skills.

Academic Profile

- **Graduated from Sri Venkateshwara University-Tirupati, 2014.**

Professional Experience

- Working as DevOps & Atlassian Tool Administrator in Mercedes Benz from 4th Oct 2017 to till date.
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Technical Skills

Software's & Tools	: Jira, Crowd, Confluence, Bitbucket, SonarQube & Artifactory.
Build Tool	: Maven.
CI/CD	: Jenkins.
Platform	: Windows, Linux and Atlassian Cloud.
Version Control Tool	: GIT, GIT-HUB, SVN.
Webserver	: Apache, Tomcat.

Designation: Atlassian Administrator.

Project #2 :- GSEP

Oct 2019 to till date

Tools : JIRA, Confluence, Bitbucket, Maven, Jenkins, SonarQube, Crowd, Artifactory.

Roles Responsibilities:

- Creation and Customization of Projects, Spaces, Repositories and Build Plans/Projects.
- Administration of Confluence. Space management, customization, and Space migration.
- Installation, administration and testing of Macros in confluence.
- Working with Build Servers using Jenkins and Git.
- Performing application deployments using EAR/WAR files, as requested by the application teams on the respective environments.
- Do Major and Maintenance releases and support on cutover testing.
- Raising Change Requests for deployments as per Change Management.
- Closely worked with Development, QA, DBA teams to coordinate release activities.
- Installing DevOps tools i.e.: JIRA, JENKINS, GIT, GitHub Applications, Plug-in suitable for integration with other SCM, and collaborating with the vendor on any ongoing issue
- Working on JENKINS Build pipeline configuration, Configuring Master-slave on Jenkins and resolving related issues.
- Build and Deploy Java based web applications using ANT/Maven. Handling Build and release, source control management (SCM) and automation for multiple projects.
- Setting up continuous integration & formal builds using Jenkins with Artifactory Repositories
- performing code scan using SonarQube.

- Performing Branching, Tagging, and merging the source code. Managed multiple releases of multiple products.
- Configuration of multiple build jobs, integrated test cases, created distributed build environments, performed plug-in installations, backup... Etc. using Jenkins.
- Deploying the code through web/application server like Apache Tomcat
- analysing bugs, interacting with development and QA teams to fix the defects and build failures. Experienced in driving all release activities E2E.

Project #1 :- Owner's Manual

Oct-2017 to Sep 2019

Tools : JIRA Software, Bit Bucket, GIT, Jenkins.

Role : Application Support engineer.

Roles Responsibilities:

- Creation and Customization of Projects, Spaces, Repositories and Build Plans/Projects.
- Administration of Confluence. Space management, customization and Space migration.
- Installation, administration and testing of Macros in confluence.
- Configuration of multiple build jobs, integrated test cases, created distributed build environments, performed plug-in installations, backup... Etc. using Jenkins.
- Deploying the code through web/application server like Apache Tomcat
- Analysing bugs, interacting with development and QA teams to fix the defects and build failures. Experienced in driving all release activities E2E.
- Monitor the metric alerts, performance related issues like high CPU utilization, Application performance, high Memory utilization.
- Monitor the event alerts and notify to the concerned team and process the requests from the end users to level 2 and level 3 support engineers.
- Tickets are logged through any of the channels like phone, web, email, text etc.
Responsible for customer interactions and Respond SLA
- Escalate the incidents to L2 if not resolvable by L1.
- Creation and managing of repositories in Bit Bucket.

- Maintain the permission schemes at organization level, team, and repo level
- Setting and maintain the organization repositories as per requirement.
- Maintain user management, roles, and permissions.

Personal Details:

Date of Birth : 08/7/1993

Languages : English, Telugu, Hindi, and Tamil

Hobbies and Interests : Sports, Reading Books, Travelling, Photography.

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Marathahalli, Bangalore -560037.

Date:

Place: Bangalore, India

Signature: Balaji V