

KAGITHALA BABU ANVESH

Atlassian Administrator || Atlassian Community Leader

☎: +91 9989014014 || ✉: KagithalaBabuAnvesh@gmail.com

Professional Experience

Agility E Services || Jira Administrator || Aug 2019 – Present (Full Time).

Responsible for Administration/Maintenance of Self hosted Atlassian Jira, Confluence (Server 2000 User License & Cloud 150 User License)

Jira Consultant || Apr 2018 – July 2019

Administered and Maintained Jira & Confluence

Globarena Technologies Private Limited || Executive Technical Support & Jira Administrator || Nov 2013 – Apr 2018 (Full Time).

Worked as Executive Technical Support Engineer, Attended calls from customers regarding Digital Learning Solutions Installation /Support / Troubleshoot. Attended technical training on Atlassian Jira and Jira Service Desk to log client requests & to track development activities related to the products.

Educational Summary

Avanathi Institute of Engineering & Technology || B.Tech.

Computer Science & Engineering, 2008 – 2012.

Sujatha Junior College || intermediate.

Mathematics Physics Chemistry || 2006 – 2008.

ZPHS || Secondary School Certificate.

Andhra Pradesh Secondary School Certificate Examination || 2005 -2006.

Atlassian Tools	Atlassian Plugin's
<ul style="list-style-type: none">• Jira Software Administration (Server/Cloud)• Confluence Administration (Server / Cloud)• Jira Work Management (Cloud)• Jira Service Management (Cloud)	<ul style="list-style-type: none">• Xray Test Management for Jira• Automation for Jira• Better Excel Exporter for Jira• Rich Filters for Jira Dashboards• Adaptive Script Runner

Project Experience

ICS - Inspection and Control Services (ICS) provides e-government solutions designed to facilitate trade and improve customs and tax revenues.

GCS - Global Clearinghouse Systems (GCS) specializes in customs modernization and development, offering comprehensive consultancy services for developing customs business.

Shipa - A digital logistics platform that helps businesses, entrepreneurs, and consumers to tap into the global economy.

Transfora - Transformation through Automation

FOCiS - Federation of Clinical Immunology Societies

Roles & Responsibilities

- ❖ Experienced with Atlassian Jira and Confluence Administration, Installation, Upgradation.
- ❖ Created Jira and Confluence Staging environments to check compatibility of Market place apps and to introduce new features bundled in next production upgrade.
- ❖ Monitoring Jira performance by checking Java VM Memory Statistics, Integrity checker, Indexing, Data Monitoring, Application Links.
- ❖ Performed the workarounds suggested by Atlassian regarding, when immediate upgrade is possible.
- ❖ Worked with DBA team while configuring DB for Jira & Confluence, and suggested Atlassian KB articles to set database collation types & Setting database isolation level
- ❖ Analyzed the logs with the help of “Log Analyzer” and followed the workarounds recommended by Atlassian Knowledge base.
- ❖ Timely projected the Jira & Confluence usage information like active users and available disk space on drive to get further approvals.
- ❖ Helped Agile teams by creating projects, customized with various schemes like Issue types, Workflows, Issue Type Screen Schemes, Issue Security Schemes along with Field, Permission, Notifications, and Priorities.
- ❖ Configured Mail handlers for the email notifications in Atlassian Jira, Confluence and Jira Service Management.
- ❖ Performed audits on Jira in regular intervals to check unused workflows, Screens, field's and other schemes, cleaned unused items.
- ❖ Configured Jira with Internal Directory, LDAP Authentication & Internal with Active Directory Authentication.
- ❖ Configured default user preferences, “System Dashboard” with adding customized content with some quick links for Jira practices.
- ❖ Migrated issues from other tracking tools like Gemini, Mantis and Jira Cloud to Jira Server.
- ❖ Integrated Atlassian Jira & Atlassian Jira Cloud with the on premise confluence to get all the information related to issues at one place.
- ❖ Exported different reports based on Worklogs, Projects, Users, and change history-related items by configuring Better Excel Exporter Add-on.
- ❖ Evaluated configured TFS4Jira and Git Integration for Jira to display Code Commits and merges on Jira tickets.
- ❖ Evaluated Adaptavist ScriptRunner for JIRA plugin for 6 months, having Knowledge about how to run scripts in console by accessing Adaptavist Library.
- ❖ Created and configured Confluence spaces with customized permissions. Created customized templates for regular activities like Sprint release notes, Daily Standups, and version release notes etc.
- ❖ Subscribed for ACP-610 Jira Project Administrator for Data Center, attending the exam in October 2021 & ACP-100 Jira Administration for Data Center and Server certification course. Aimed for these two certifications for 2022.

Atlassian Community & Atlassian Events

- ✓ Atlassian Community Leader (Atlassian Community)
- ✓ Jira Fundamentals Badge
- ✓ Confluence Fundamentals Badge
- ✓ Managing the User Lifecycle in Jira
- ✓ Get Started with Jira Service Management
- ✓ Received appreciation as Talent Teacher from Atlassian Community Managers for writing articles & received a streamer mic for accepted Publication.
- ✓ Received a total reward of 200\$ regarding the services towards to the Atlassian Community.