

Ramesh V
JIRA Administrator and Developer

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CARRER OBJECT:

Looking for a challenging and responsible position in the field of Information Technology and have the flexibility to adapt to any new environment and work on any project wish to utilize this experience in an organization as part of them.

TECHNICAL SKILLS:

- **Atlassian Tools** : JIRA, JIRA Service Desk, Confluence, Script Runner Plugin.
- **Server and Cloud** : Atlassian.
- **Source Control Tools** : GIT
- **Database** : SQL and Oracle 11g/12c.
- **Operating System** : Windows & Cloud.
- **Application Server** : Tomcat.

PROFISSIONAL SUMMARY:

- I have around 5.2 years of experience in Atlassian JIRA Administration, Confluence, java script, Agile, Service desk Support, Project management, agile methodologies, Collaboration tools, Continuous Integration.
- I have good knowledge with multiple add-on's ("Create-on-Transition", "update-on-Transition Add-on", "JIRA suite utilities", "Script runner", "Email this issues add-on", "Dynamic forms", "extension for JIRA service desk", "Configuration Manager for JIRA", "Automation for JIRA", "Tempo Time sheet plug-in", "JIRA misc custom fields". etc)
- I have experience in Atlassian JIRA Development with using Groovy Script. Experience in Atlassian Products on JIRA.
- I have very good knowledge in Database clustering and taking the JIRA, Confluence DB backups.
- I have Experience in JIRA Developer in Groovy Script with Script runner plugin.
- I have Very Good knowledge in Script runner, JSU, Structure, Tempo, Configuration manager for JIRA.
- I have Experience Working on Atlassian Server and Cloud.
- I have installed JIRA, Confluence, JIRA Service Desk in Windows.
- Worked on Issue Types, Workflows, Screens, Custom Fields, Permissions, Issue Security Levels, and Notification Schemes for JIRA Projects.
- Create Custom Workflows, Screens, and Fields in JIRA based on Client requirements.
- Created events, email Notification Schemes, and Assigned Project Roles in JIRA.
- Created screens and fields based on Issue Types.
- Created custom dashboards, advance filters and formula-based fields.
- Created the Permission Schemes to restrict the users in Project level.
- Created Spaces, Pages, Child Pages and Templates in Confluence.
- Collaboration in Confluence.

- Installed Various Plug-ins (Add-ons) for Import/Update of Projects and Issues, Fields.
- Worked on Upgrade of Applications and Plug-Ins Synced with the old Production Applications.
- Worked with Jira Service Desk, created service desk request types.
- Prepared SLA's as per client Terms and Conditions.
- Restrict the Request Types to other groups as per client requirements.
- Experience with developing high-level Design documents and participating in design reviews.
- Test Application in Agile development process.

EXPERIENCE DETAILS:

Company Name	From	To	Duration	Roles
V V H Software Solution PVT.Ltd	2018	Till date	Full time	JIRA Administrator & Developer

Roles and Responsibilities:

- Maintaining User management in Confluence, group based, role based.
- Plug in upgradation and plug in data migration.

Script Runner

- Migrated projects by creating snap shots from one instance to another instance.
- Creating request type with Bundle fields and migrated existing Custom fields data to bundle fields
- By Using Script runner, we have performed the custom field data migration.
- Creating Vendor assessment pages using script runner.
- Enabling the fields based on project requirement by using groovy.

Automation

- Integrated with Zoom and created notification for changing passwords.
- Automatic status change based on requirement.

PROJECT 1:

Company name : V V H Software Solutions PVT.Ltd
Client : EXL Services Pvt Ltd
Duration : Jan 2021 to Till Date.
Role : JIRA Administrator & Developer.
Atlassian Tools : JIRA, JSM, Confluence & JWM.

Roles and Responsibilities:

- Experienced in Upgrading Atlassian Tools.
- Troubleshooting and fixing errors common to Applications and Application servers.
- Installed JIRA Suite utilities plugin that provides additional workflow features such as conditions, validator and post-functions.
- Installed and managed plug-ins for Jira and confluence in production environment.
- Managed JIRA Add-ons and Worked on Setup JIRA for Helpdesk/Tickets.
- Published JIRA gadgets and dashboards on confluence page.
- Migrated Jira, Confluence from Cent OS to Windows.
- Maintained Various Add-ons and resolved the performance issues in Jira and Confluence
- Implemented Agile boards.
- Created filters for various request.
- Improved the Database Connection pools.
- Implemented few groovy scripts in script runner add-on.
- Creation of Jira Projects based on business request.
- Managing Issue types for Jira Projects.
- Configure the JIRA workflow for the project for improvement processes for screens, workflow procedures and reports of applications as per business requirement.
- Maintained JIRA team and program tech lead with Change management review dashboards.
- Worked as team JIRA administrator providing access, working assigned tickets, and teaming with project developers to test product requirements/bugs/new improvements.
- Regular review, clean up, management and configuration of JIRA accounts and work closely with the different teams like LDAP, Network, and Infrastructure.

PROJECT 2:

Company name : V V H Software Solutions PVT.Ltd

Client : Saama Technologies

Duration : Jan 2018 – Dec 2020

Role : JIRA Administrator

Atlassian Tools : JIRA, Confluence.

Roles and Responsibilities:

- Working on JIRA Agile projects like Creating Scrum/Kanban boards, configured columns, Filters and Reports for Sprints.
- Worked on JIRA Service Desk workflows, which includes project workflows, screen schemes and permission schemes.
- Up gradation and Migration of JIRA.
- Created/Managed Users and Groups in Jira.
- Installed and managed plugins for Jira and confluence in production environment and Installed and Managed JIRA Add-ons.
- Worked on JQL (Jira Query Language) filters, Dashboards, Gadgets for users.
- Monitor Jira logs when performing migrations, troubleshooting users'/system issues.
- JIRA customization - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes.
- Backup and Restore procedures.

EDUCATION DETAILS:

- B. Com in the year 2015, SV University Tirupati, India.
- Intermediate from Board of Intermediate Education A.P in the year 2012
- S.S.C from Board of Secondary Education in the year 2010