

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.

Contact Email:
saikesava917@gmail.com

Mobile: +91-7760557630

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.
- Devising, testing, and deploying integration between Atlassian products and other internal tool chains
- Created screens and fields based on Issue Types.
- Conducting training for employees and new hires on JIRA and also briefing the team/s on new functionalities.
- Researching and implementing new approaches on Jira and Confluence usage
- Created custom dashboards, advanced filters, and formula-based fields.
- Created the Permission Schemes to restrict users at the Project level.
- Having a good knowledge with multiple add-ons ("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 : Qualcomm
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.