**Sandeep Reddy**

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**Professional Summary:**

* Around 9 years of IT experience working as Jira Software, Jira Service Management (JSM) and Confluence Administrator, with expertise in CI/CD administration of tools such as Git, Bitbucket, Bamboo and Jenkins in Linux and Windows environments.
* Have expertise in the Installation, Migration, Upgradation and maintenance of the Atlassian Tool stack in Linux/Windows environments.
* Experience in Atlassian SDK
* Strong experience in Atlassian Ecosystem
* Worked on Listeners, Jobs and Escalation services, Scripted conditions & Validators in Script Runner plugin
* Experience in creation of automation of scripts for database and application backups, production monitoring
* Have expertise in providing JIRA and Confluence Administration, Customization, Training and Support.
* Responsible for creating complex JIRA workflows, conditions and setting up and maintaining JIRA, using Advanced scripts (Groovy & JavaScript) to extend workflow capabilities both front-end and back-end, for large enterprise JIRA environments.
* Responsible for planning and executing upgrades to Atlassian systems.
* Worked on implementation and maintaining JIRA, Confluence for 10+ large enterprise JIRA environments.
* Extensive experience of working with users to analyze, implement the use cases & setup the JIRA & Confluence according to customer's business needs.
* Worked on JIRA and Confluence integration with SSL, Troubleshooter of integration Atlassian tools.
* Managed users, workflow, groups and projects in JIRA and Confluence
* Designed, built, and managed techniques for deploying specific automated builds to isolated development and built assurance environments.
* Contributed for daily build processes, including monitoring builds, break/fix management, issue tracking (JIRA), and identifying and resolving a wide variety of build-related issues for different products and versions.
* Strong knowledge on system administration, configuration, and customization of Atlassian tools
* Exposure to Client Interaction and User-Requirement Analysis.
* Extensive experience working with non-JIRA users to analyze, implement the use cases & setup the JIRA according to customer's business needs.
* Trained 250+ JIRA & Confluence Users and Administrators for several customers.
* Customized and branded Jira (Server and Cloud) to company’s desires
* Experience on presales and sales on Atlassian products

# Skill Set

|  |  |
| --- | --- |
| Operating Systems | MS Windows XP/2000/NT/98, UNIX, Linux, MS DOS |
| Languages | C, C++, JAVA, VB.NET, ASP.NET, C# |
| Scripting Languages | Groovy script , JavaScript, Python, Shell, |
| Tools | MS Office Suite, OPNET |
| Build Tools | ANT, Maven, MS build. |
| Processes | MS Windows XP/2000/NT/98, UNIX, Linux, MS DOS |
| ALM Admin Tools | Jira software, Jira service management (JSM) Bamboo,Bitbucket, Crowd, ServiceNow, Rally |
| Application Server | WebLogic, JBOSS |
| Web Server | Tomcat, Apache Web Server |

## Professional Experience:

**Amdocs/Verizon Wireless, Plano, TX August 2023 – Present**

**Jira Administrator/Developer (Atlassian Consultant)**

## Roles and Responsibilities:

* Administering the Jira Software and Confluence.
* Managed and administered Jira environments hosted on AWS, ensuring high availability, performance, and security.
* Created complex JIRA workflows including project workflows, field configurations, screen schemes, permission schemes and notification schemes in JIRA.
* Manage user permissions to tools according to the needs of projects and teams.
* Worked on ServiceNow and JIRA integration to disable user license in JIRA.
* Integrated Jira with other tools such as Confluence, Bitbucket, and Jenkins to streamline workflows.
* Implemented and configured Jira integrations with LDAP and Active Directory(AD) for centralized user authentication.
* Integrated Jira with various AWS services such as EC2, S3, RDS and cloudWatch to enhance functionality and streamline operations.
* Configured and optimized AWS resources to support Jira instances, including load balancers, auto-scaling groups and network configuration.
* Implemented authentication and authorization mechanism for Jira APIs, ensuring secure access to sensitive data.
* Developed custom scripts and automation rules to streamline user provisioning and de-provisioning.
* Developed and maintained automation rules in Jira to streamline processes and reduce manual intervention.
* Worked on Plugins like X-ray, Automation for JIRA.
* Worked on Plugins like Script Runner, JMWE, Time to SLA, Last Log for Jira.
* Developed and Maintained custom scripts using ScriptRunner to automate tasks and extend Jira functionality.
* Configured and maintained Timepiece (formerly Time in Status) plugin to enhance Jira reporting and analytics capabilities.
* Utilized the Timepiece plugin to track and analyze time spent on issues across different statuses and workflows.
* Utilized EazyBI for advanced reporting and analytics, creating custom dashboards and reports to provide actionable insights for stakeholders.
* Configured and managed Tempo Time in Jira for accurate time tracking, resource planning and project budgeting.
* Managed Project Timelines and Resources Utilizing Tempo Timesheets to plan and track project timelines, ensuring efficient resource.
* Generated detailed reports using Tempo’s advanced reporting features to analyze team performance, track billable hours, and provide insights to stakeholders.
* Configured and managed Zephyr for Jira for efficient test planning, executing and reporting.
* Designed and implemented REST APIs and Groovy scripts to ensure seamless data flow and process automation.
* Developed Custom APIs within Jira using Java and Atlassian SDK, allowing for tailored functionality to meet business requirements.
* Led the Successful migration of Jira from on-premises to cloud infrastructure, ensuring minimum disruption to ongoing projects and workflows.
* Collaborated with cross-functional teams to identify and address potential migration challenges such as custom workflows, permissions, and integrations.
* Documented migration procedures, best practices for future references and continuous improvements.
* Configured and Managed Scrum and Kanban boards in Jira to support agile project management for multiple teams.
* Migrated Custom plugins and extensions to ensure compatibility with the upgraded Jira environment, resolving compatibility issues and dependencies as needed.
* Proficient in using CMJ REST endpoints for Jira project migrations.
* Automation of project migrations within jira using Configuration Manager for Jira(CMJ) REST endpoints in jira.
* Designed and implemented automation scripts to interact with CMJ REST APIs, ensuring seamless data transfer between jira instances.
* Developed comprehensive documentation and guidelines for using CMJ REST endpoints, enhancing team efficiency and knowledge sharing.
* Installed Atlassian SDK on Windows and Linux environment
* Data Management: DB configuration, Site backup, configuration of attachments, Data import and Export.
* Created custom plugins in JIRA through Atlassian SDK
* Developed custom web panels, dashboards etc using Java and JavaScript.
* Configured Jira Align to meet the specific needs of the organization, customizing workflows, fields, and views to optimize project management processes.
* Worked on project management tools like Jira Align to scale their Agile and DevOps practices.
* Utilized Jira Align to plan, track, and manage large-scale agile projects across multiple teams and departments, ensuring alignment with business goals.

**Dell Technologies, Round Rock, TX November 2021 – July-2023**

**Jira Administrator/Developer**

**Roles and Responsibilities:**

* Working knowledge of ServiceNow components such as Change Management, Service catalog, Problem Management, Incident Management, Asset Management etc.
* Lead the implementation and configuration of Jira Service Management (JSM) ensuring alignment with ITIL practices.
* Configured and Managed Assets and CMDB in Jira Service Management (JSM) for effective asset tracking, configuration management and service relationships.
* Integrated asset management and CMDB with other IT systems and tools for seamless data synchronization and process automation.
* Designed and customized service desks, request types, queues and SLAs to meet specific requirements.
* Developed automation rules to streamline ticket handling, improve response times , and ensure compliance with SLAs.
* Integrated JSM and Opsgenie to improve incident management and on-call scheduling.
* Configured eSign for Jira Service Management (JSM) to automate document approvals and electronic signatures.
* Developed automation scripts to ensure seamless communication and rapid incident resolution.
* Developed custom Trello boards, cards and workflow to align with the project requirements and agile methodologies.
* Configured Jira Align to meet the specific needs of the organization, customizing workflows, fields, and views to optimize project management processes.s
* Manage user permissions to tools according to the needs of projects and teams.
* Integrate User with Microsoft Active Directory.
* Create and maintain CI relationship data
* Publish and maintain service catalog items.
* Led the migration of monolithic Jira application to microservices architecture, improving scalability and maintainability.
* Manage user permissions to tools according to the needs of projects and teams.
* Integrate User with Microsoft Active Directory.
* Designed and implemented RESTful web services for Jira integration, facilitating seamless communication between Jira and external systems.
* Migrated Custom plugins and extensions to ensure compatibility with the upgraded Jira environment, resolving compatibility issues and dependencies as needed
* Worked on Plugins like Script Runner, Nfeed, Better Excel, JMWE, Project Configurator.
* Followed best practices for API development,RESTful design principles, and microservices architecture.
* Review and approve the addition of all new plugins or custom development to the core system.

**SiriusXM, Farmington hill, MI October 2017 – October 2021**

**Jira admin/Developer**

* Installed and configured various Atlassian Tools (JIRA, JIRA Software, Confluence, Fisheye & Crucible, Bit Bucket, Bamboo, Crowd)
* Integrated Confluence, Bit Bucket, Fisheye & Crucible and Bamboo with JIRA  
  Upgraded and migrated Atlassian tools.
* Worked on Setup JIRA Project, Issue type, Workflows, custom fields, Field Configuration Schemes, Permission schemes and Notification Schemes Extensive hands-on experience with JIRA and Confluence configuration.
* Extensive hands-on experience with JIRA and Confluence configuration
* Act as an architect and guide team in best practices with respect to implementing solutions in JIRA and Confluence
* Be a technical contact to troubleshoot issues occurring on JIRA or Confluence
* Create complex JIRA workflows including project workflows, screen schemes, permission schemes, and notification schemes.
* Perform business process analysis to determine how to implement processes in JIRA, including workflows, standardization, and agile development methodology.
* Provide consultation, guidance, and recommendations for how the business process could change to maximize development tools implementation.
* Debugging and troubleshooting issues
* Extensive experience in project management and Agile scrum methodology
* Has hands-on experience on Requirements Management, Bug tracking and Test case management tools
* Strong analytical abilities, problem solving skills, and attention to detail
* Solid understanding of troubleshooting and problem analysis procedures; ability to resolve problems quickly and efficiently
* Experience working with global, diverse and remote teams
* Experienced in Software development process, tools and training
* Worked on Migration through "Rally to Jira Connector" to make sure we achieve linking between both Folder to Test Case and User Story to User Story same present in rally.
* Worked on Jira Screen Mapping, Workflow mapping, User management to make sure we have the same setup in the new Jira system available, same as rally.
* Customized Structure creation for each project team.
* Created Custom Fields in Jira required for Salesforce Integration.
* Worked on Mapping Jira custom fields to Salesforce Case and other salesforce objects.  
  Migrated data from Jira to SFDC.
* Used Groovy scripts on Script Runner plugin to write custom scripts for Jira.
* Installed various Jira plugins such as Jira client, Jira importer plugin, Jira Charting Plugin, the connector for Microsoft project and Jira Misc Custom fields.
* Installed Add-ons such as Craft ware Search linked issues for Jira, Gliffy Confluence plugin, Jira Capture, Zephyr, Tempo, Service Desk.
* Managed Project Timelines and Resources utilizing Tempo Timesheets to plan and track project timelines, ensuring efficient resource.

**Sysco, HOUSTON, TX January 2016 - September 2017**

**Jira Admin**

* Atlassian Admin of tools including the Atlassian Suite (Confluence, Crowd, Stash, Jira, Fisheye), Test Plan Management tools and other tools as determined to support the Advanced Engineering team.
* As the Atlassian application administrator, responsible for Confluence Spaces and JIRA integration projects, workflows, permissions, users, etc.
* Managed Jira workflows, screens, fields, and projects and customized them.
* Worked on Jira and Confluence upgrades and managed plugins.
* Developed an Automated Build & Deployment Process across large Java projects using ANT/Maven.
* Utilized Stash and Bamboo to help the team with all release and configuration related tasks around software builds into pre-production and production environments.
* Created complex JIRA workflows, conditions and setting up and maintaining JIRA, using Advanced scripts (Groovy & JavaScript) to extend workflow capabilities both front-end and back-end, for large enterprise JIRA environments.
* Working knowledge and hands on experience with CA Agile Central (Rally) Web Series and Loop-Back API’s
* Experience with building Integration with CA Agile Central (Rally) and other tools such as Github, Jenkins, CA PPM, etc.
* Building and integrating custom applications within CA Agile Central (Rally).
* Created and modified scripts to migrate data from Rally to Jira tool.  
  Good Understanding of "Rally and Jira level fields/ Hierarchy for both applications" to map and create new custom fields and screens in JIRA.
* Worked on Migration through "Rally to Jira Connector" to make sure we achieve linking between both Folder to Test Case and User Story to User Story same present in rally.
* Worked on Jira Screen Mapping, Workflow mapping, User management to make sure we have the same setup in the new Jira system available, same as rally.
* Created Custom Fields in Jira required for Salesforce Integration.
* Worked on Mapping Jira custom fields to Salesforce Case and other salesforce object.  
  Migrated data from Jira to SFDC.
* Managed users and permissions as per business requirements
* Installed Perforce and worked with the Dev teams on the day-to-day activities with knowledge issues on effective usage.
* Worked with users, when there are issues with GIT.
* Created and Maintained Subversion Branching, Merging and tagging across each production release and perform builds using Jenkins Continuous Integration using maven Build scripts.

**EducationDetails :**  
Bachelor in Electrical and Electronic Engineering from JNTU Hyderabad - 2012.