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Objective:

Atlassian Expert with 13+ years of overall experience in Atlassian platform and project management. Currently working as an Associate Director at Publicis Groupe. Highly skilled in JIRA, ITSM, Jira Service management tool/Service desk, Confluence, Opsgenie, JIRA Automation, JIRA integrations and admin, Release and versions planning, Agile and agile methodologies, Scrum/Kanban, Excel automation, training, and coaching.

Functional Skills:

- Total of 13.4 years of experience in the IT industry, including 11+ years of expertise as an administrator for **JIRA, Confluence, Jira Service/Desk Management (JSM) tools** and **BitBucket**.
- Good experience on Leading, planning, and managing product release documentation projects.
- Proficient at creating high-level Design (HLD/LLD) documents and collaborating in design reviews.
- SSO and SSL were implemented for several Atlassian products.
- JIRA, Confluence, and the Merging of Multiple Instances (Cloud to Cloud / Cloud to Server / Server to Server)
- Expert in writing JS scripts for various validation
- Experience providing training to development teams on how to track, plan release and analyze using JIRA and reports
- Installed several add-ons as per business requirement
- Preparation of Scrum, Kanban and Dashboards with JQL
- Implemented different Gadgets and configured on Scrum/Kanban Boards
- Conducted trainings for teams on team collaboration and effective use of Confluence.
- Preparing documentation plan, estimating work, and assigning work to the team.
- Coordinating and tracking all projects for seamless releases using Project Management System JIRA.
- Mentor, coordinator and leadership roles in creation and execution of Software implementation
- Implemented Issue, Project level security schemas for various projects
- Extensively worked in Scrum environment with active involvement in daily meetings.
- Expert in developing various test plans and test cases from user stories.
- Actively participated in Scrum meetings, reviews and developed test scenarios.
- Good knowledge of QA methodologies and process.
- Interact with business analysts and software teams for bug reviews in QA meetings.

- Assisted Scrum team in preparing the Sprintbacklog.
- Developing application by customizing fields, permission and workflow.
- Create customized dashboards for teams.
- Create team specific Agile process flow in JIRA to move tasks from one activity to another.
- Investigated various products from Atlassian JIRA.
- Integration of Tempo Time Tracking Tools in JIRA.
- Developing customized workflow for transaction parallel approval.
- Built templates and dashboards for customized views of the data specific to each group and line of business.
- Helping Scrum master across the company to customize JIRA for their requirements.
- Data Management: DB configuration, Site backup, configuration of attachments, Data import and Export.
- Configuration of email notifications on status change.
- Coordinate projects and participate in training programs and workshop for personal development

Education:

- Master of Science in IT (MSc IT) from **The University of Nottingham**, England, UK (2013)
- Bachelor's in technology in IT (B.Tech in IT) from **Maharshi Dayanand University**, Haryana, India, 2011

Experience:

Position	Company	From	Till	Experience
Associate Director (Operations Excellence/Atlassian head)	Publicis Groupe	Dec'21	Present	10 month
Senior Consultant (Agile / Atlassian lead)	Capgemini	May'17	Nov'21	4.7 years
Process Lead (CSM & Agile)	Accelerating Digital	Oct'16	Apr'17	7 months
QA Lead (Project Management)	NextEon Solutions	Aug'15	Sep'16	1.2 years
Developer Lead (Technology)	Advenjo	Apr'13	Nov'15	2.8 years
Consultant (Technology)	Volkswagen	Jan'13	Mar'13	3 months
Process Associate (Technology)	Interglobe	Jan'09	Jan'12	3.1 years

Technical Skills:

Software's & Tools	JIRA, JIRA Agile, Confluence, Bitbucket, JIRA Service/Desk Management, Bamboo, Slack, Teams, Automation (JIRA & Excel), Integration
Languages and Scripting	C, C++, JAVA, Groovy Script
Platform	Linux and Windows
Databases	MySQL
Version Control	GIT
Scripting	Shell
Testing Add-on's	Zephyr

Certifications:

- Certified Scrum Master (CSM)
- Agile with Atlassian Certified –Atlassian University
- Jira: Advanced Administration - LinkedIn
- Difficult Interactions - Harvard University
- Leading People - Harvard University
- Customizing Jira Workflows – Atlassian University
- SLAs in Jira Service Management – Atlassian University
- Confluence Fundamentals – Atlassian
- PMP® Certification Training Course
- Initiating and Planning Project Certified –Atlassian University

Publication

- Simple Virtual Keyboard with the help of Shadow Analysis, 2013

Awards

- Star Award, Best Employee, Capgemini, 2021
- 4th National Science Olympiad, Excellence Award, April 2002
- Soft Skills and Personality Development, August 2010
- Simulation & Protocol Implementation using NS-2 for wireless Research, June 2012

Last Project:

Client	: GSK
Role	: Jira Administrator & Engineering Manager
Duration	: December 2021 - August 2022
Team	: 16 (Internal) / 3 (Client side)

Description:

GSK plc, formerly GlaxoSmithKline plc, is a British multinational pharmaceutical and biotechnology company with global headquarters in London.

They've multiple sub departments across the globe and tracking them at one platform was quite tedious task, therefore we have developed a centralized system using AEM tech based platform based on different permissions.

Responsibilities:

- JIRA installation and upgrade
- JIRA configuration
- Automation reports directly on client Email ID's
- Automation on fields values, auto calculate the mathematical expressions and auto triggers
- Real time tracking dashboard and SLA board (Time to First Response vs Time to

- Resolution) and automation in excels report creation (Real time)
- JIRA customization - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes
 - JIRA Training
 - Managing Add-on's
 - Implemented JDC and JDR and DBClustering
 - Setup JIRA Service Desk/Tickets
 - Setup JIRA for Project Management
 - Setup JIRA for Bug Tracking
 - Setup JIRA for Test Case Management
 - Configure Agile Boards - Scrum and Kanban
 - JIRA & Agile (formerly known as Greenhopper) BestPractices
 - Integrating JIRA with Confluence, Fisheye, Crucible
 - Developed interfaces using REST and SOAP
 - Backup and Restore procedures
 - CSV Import & Export