

SIVA KUMAR VEERLA

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SR. CONSULTANT /JIRA/CONFLUENCE LEAD

Summary:

Having 6+ years of experience in IT Industry and expert in Atlassian Tools like Jira, Confluence, BitBucket, Bamboo, Crowd, Stash, AWS, Atlassian Cloud, Linux, Oracle, MySQL, MS SQL Server, REST API, Groovy & Shell Scripting, Jira Data Center and Digester Recovery in AWS environment.

Jira

| | | |
|----------------------|----------------------|--------------------|
| Work flows | Filters /Reports | Add-on's |
| Screens | Up gradation | Application Links |
| Custom Fields | Migration | SSO/SSL/OKTA/SAML |
| Boards | Merging of Instances | Database Migration |
| User Management | Performance Analysis | Test Automation |
| Scrum / Kanban board | Indexing | |

Confluence

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|------------------------------|-------------------------|------------------------|
| Space Creations | Templates / Blue Prints | Migration/Up gradation |
| Child Page Creation | User Management | Digital Signs / CRF-21 |
| Local and Global Permissions | Macros | Collaboration |

Stash/Bitbucket

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|--------------|--------------------------|-------------------------|
| Installation | Up gradation | Comparisons of Branches |
| Migration | Creation of repositories | Migration of Database |

Bamboo & Jenkins

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| Project, Plan, Jobs creation | Implementation of CI & CD | Master and Slave |
| Deployment with Docker | Backup & Restore | Integration with GIT/GITHUB |
| Chef Configuration | Local & Remote Agents | |
| Preparation of shell & Python | Automation testing | |
| Scripts | Artifacts | |

- Experience in Software Development Lifecycle (SDLC), involved in Analysis, Design, Implementation, Testing and Deployment of Object Oriented, Client-Server, Web-Based, Distributed.
- Create Customized Dashboards, JQL Filters and shared with teams and used them on gadgets.
- Creating a change requests, work orders and problem tickets using BMC Remedy tool and getting approvals from higher officials.
- Experience with Atlassian JIRA installation, administration and maintenance.
- Experience with Jira 6.x and 7.x environments, with ability to create Jira workflow, screen schemes, permissions schemes and notification schemes.
- Worked with users to fix the internal errors in SVN repositories that halt the migration.

- Administration and management of Atlassian tool suites, (installation, deployment, configuration, migration, upgrade, patching, provisioning, server management etc.).
- Manage and Configure Various Atlassian Tools like JIRA, Green Hopper, Confluence, Crowd, Stash / Bit Bucket, and Fisheye for Agile development in the organization.
- Full understanding of SDLC and RUP, Agile, methodologies and process.
- Experience with Jira bash shell scripting. Tomcat server configuration/tuning and JVM tuning.
- Experience with test tools (TestRail, HPQTP, test automation tools, etc.) and code repository tools.
- Familiarity with JIRA add-ons like Gantt for JIRA, Big Picture, JIRA Agile, Structure, Portfolio, Tempo, Confluence, Zephyr, etc...
- Administrated and managed Atlassian tool suites, (installation, deployment, configuration, migration, upgrade, patching, provisioning, server management etc.)
- Experience with using REST services provided by Atlassian. Experience with integration of Jira with third-party systems such as Service Now.
- Supports the integration of existing and new applications within the current infrastructure, including but not limited to: Fisheye, Crucible, Crowd, Bamboo, and Stash.
- Part of my Responsibilities was to run the SQL and JQL scripts.
- Worked on Build Automation and Continuous Integration tools like ANT1.8, Maven2.x/3.x, Hudson, Jenkins, Bamboo and Cruise Control.
- Proficient in Python, Perl Scripting, UNIX Shell scripting, Microsoft DOS and Batch Scripting, Ant, Maven and Make Utility for Unix/Windows NT platforms.
- Hands-on experience to SCRUM Agile model, XP Practices like Pair Programming and Test Driven Development (TDD).

Technical Proficiencies:

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|-------------------------|--|
| Atlassian Tools | : Atlassian – JIRA, Jira Service Desk, Confluence, Stash, Crowd, Fisheye, Crucible, Bamboo, SVN, GIT, Bitbucket. |
| Scripting Tools | : Shell scripting, Perl, VB Script, Batch script, Ant, Maven, REST/SOAP protocol. |
| Languages | : C, XML, HTML, JavaScript, SQL, Java, J2EE. |
| Automation Tools | : HP QTP, Selenium2.0, TestRail, Selenium web driver, Test NG, chef, puppet. |
| Job Scheduling Tool | : AUTOSYS, Cron |
| Tools | : Urban Deploy, Toad, Service Now, HP Manager |
| Database | : Oracle – SQL, PL/SQL, Oracle 10g. |
| Software Methodologies: | SDLC, Agile, Waterfall |
| Version Control Tools | : CVS, SVN, GIT |
| Operating Systems | : MS Windows 2008/7/10, UNIX, Linux, MS DOS. |

Education Details:

B-Tech in CSE Jawaharlal Nehru Technological University Kakinada, 2013 Year.

PROFESSIONAL EXPERIENCE:

POSITION: SR. CONSULTANT, Ness Technologies India Private Limited.

CLIENT: ROYAL MAIL GROUP, UK

Description:

RMG is UKs designated Universal Postal Service Provider, supporting Customers, Businesses and Communities across the Country. RMG has two core divisions: UKPIL and GLS.

UK Parcels, International & Letters (UKPIL) is the UKs designated provider of the Universal Service: Postal products and associated minimum service standards that must be available to all addresses in the UK.

General Logistics Systems (GLS) is one of Europe's largest ground-based, deferred parcel delivery networks. Across Europe, the GLS network covers 37 countries and nation states through a combination of wholly-owned and partner companies.

Responsibilities:

- ✓ Currently working as Atlassian Systems Lead handling JIRA, Confluence 3.0, and JIRA Agile.
- ✓ Working as Atlassian Systems Administrator handling JIRA (7.2), Confluence and JIRA Agile.
- ✓ Installed JIRA Suite utilities plugin that provides additional workflow features such as conditions, validator and post-functions.
- ✓ Experienced in installation, configuration, usage and management on AWS (Amazon Web Services), Jenkins and GIT for application servers.
- ✓ Contracted to serve as the JIRA Systems Administrator for the international JIRA/Confluence infrastructure, including all associated programs, plugins and systems
- ✓ Customized both JIRA and Confluence to integrate into the pre-existing systems with an eye towards making the programs extensions of their systems, and not hindrances to their systems.
- ✓ Created users on Active Directory, synched the users on Jira and assigned groups and spaces.
- ✓ 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.
- ✓ Setup Continuous Integration environment using Jira, Bamboo, Bit bucket and ant script.
- ✓ Created custom plug-in & setup the plug-in development environment by installing SDK and maven plug-in development project
- ✓ Worked with Jira Service Desk 3.0.x to set up service desk, creates service desk request types, and make queues for service desk teams.
- ✓ Manually migrated JIRA from 4.1 to 5.8 standalone JIRA on Linux server.
- ✓ Up gradation and Migration of JIRA, Stash/Bit bucket, Bamboo.
- ✓ 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.

Environment: Atlassian Suite (Stash, Jira 5.x/6.x, Confluence, crowd), Clear Case, GIT, Remedy 7.5, ANT, Maven, Grails, Jenkins UAT, Jenkins Enterprise, UNIX, Linux, J2EE, iLog JRules, PERL, Shell Scripts, Teradata, Windows/NT

POSITION: SR.JIRA ADMIN/CONFLUENCE LEAD,

CLIENT: INCYTE CORP

Description:

Incyte, Corp is an American pharmaceutical company committed to making a difference in the lives of patients through scientific discovery. MDM application is the source for Incyte Health Care Providers (HCP) contacts and Health Care Organizations (HCO) Institutions, which is used by the Incyte sales and marketing teams. This project aims to provide the near real time data synchronization between Bell Canyon MDM to PeopleSoft application. The MDM data interfaces covered in this project are HCP Contact, HCO (Institution) and Expense Events. Incyte sales teams raise the Travel and

expense requests in PeopleSoft application. Hence PeopleSoft need to have the latest updates of HCP and HCO information.

Responsibilities:

- ✓ Atlassian Systems Lead handling JIRA, Confluence 3.0, and JIRA Agile.
- ✓ Worked on JIRA customization such as creating Issue type schemes, Complex Workflows, Field Configurations.
- ✓ Experience in development with Perl, Python, PowerShell or other scripting languages.
- ✓ Created and Modifies Existing Permissions schemes, Screen schemes and Notification schemes for all projects as per Team's requirement.
- ✓ Creating project for testing team based on Zephyr plug-in.
- ✓ Working on JIRA Agile projects like Creating Scrum/Kanban boards, configured columns, Filters and Reports for Sprints.
- ✓ Creating a change requests, work orders and problem tickets using BMC Remedy tool and getting approvals from higher officials.
- ✓ Performed migration of application from v6.x to 7.x and also upgraded WebLogic instances from 6.x to 7.x.
- ✓ Connected Fisheye to the mercurial repository on Bitbucket for overview of source code and also setup Crucible for code review.
- ✓ Worked on JIRA installation and upgrade and Performed JIRA configuration and Achieved JIRA setup for Helpdesk/Tickets
- ✓ Worked on JIRA Service Desk workflow which includes project workflows, screen schemes and permission schemes.
- ✓ Up gradation and Migration of JIRA, Stash/ Bit bucket, Bamboo. 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 with JIRA Service Desk to set up service desk, create service desk request types, and make queues for service desk teams.
- ✓ Setup Jira "Timesheet Report" plugin, to help users for time-tracking on their dashboards using a JQL or by configuring manually.
- ✓ Upgraded all the plugins and applications (stash, confluence, Jira, fish eye) and synced with the old production applications.
- ✓ Investigating the Jenkins logs and troubleshooting to fix the issues for failed builds.
- ✓ Implemented Crowd 2.x with Single Sign On for the Atlassian applications.
- ✓ Created user accounts, and technical documents documenting JIRA project configurations provided training sessions.
- ✓ Worked on JQL (Jira Query Language) filters, Dashboards, Gadgets for users.
- ✓ Creating reports, charts and dashboards for JIRA with eazyBI Plugin and managed documentation for DevOps pipeline using Confluence.
- ✓ Worked as team JIRA administrator providing access, working assigned tickets, and teaming with project developers to test product requirements/bugs/new improvements.
- ✓ Assisted portfolio management in defining portfolio/project scope, resource demand, benefits and risks during the discovery phase; spearheaded discovery efforts.
- ✓ TestRail supports integrating with all major JIRA versions, including JIRA Cloud and JIRA Server 5.x – 7.x.
- ✓ Monitor Jira logs when performing migrations, troubleshooting users'/system issues.

Environment: JIRA 7.1, Jira, HPQTP, Service desk, Bitbucket, Stash 3.3, Crowd 2.x, Confluence 3.0.x, GIT, JQL, SQL Ant, portfolio, Shell Scripts, UNIX, Linux, VMware, Zephyr, Infrastructure 4/5.

POSITION: JIRA ADMIN / ATlassian.

CLIENT: CEVA LOGISTICS

Description:

CEVA Logistics is one of the leading supply chain companies. CEVA provides end-to-end design, implementation and operational solutions in freight management, contract logistics, and distribution and transportation management. The company runs a global network with facilities in over 170 countries and employs around 44,000 people worldwide.

Responsibilities:

- ✓ Contracted to serve as the JIRA Systems Support for the international JIRA/Confluence infrastructure, including all associated programs, plugins and systems
- ✓ Setup Continuous Integration environment using Jira, Bamboo, Bitbucket and ant script.
- ✓ Customized both JIRA and Confluence to integrate into the pre-existing systems with an eye towards making the programs extensions of their systems, and not hindrances to their systems.
- ✓ Evaluated existing architecture and implemented Technical changes based on Atlassian best practices.
- ✓ Implementing a Continuous Delivery framework using Jenkins in Linux environment.
- ✓ Implemented a unique version control system in the binary repository (Artifactory) to version binary files.
- ✓ Monitor and support daily activities of multiple scrum teams to keep process aligned with Agile manifesto. Conduct iteration planning, daily scrums and retrospective.
- ✓ Customized and branded JIRA (Server and Cloud) to company's desire.
- ✓ Created users on Active Directory, synched the users on Jira and assigned groups and spaces
- ✓ Monitor Jira logs when performing migrations, troubleshooting users/system issues.
- ✓ Worked on confluence- Assigned user personal space and provided assistance in using Confluence
- ✓ Monitored monthly performances of 400+ portfolios, detected potential risk factors to report to higher management.
- ✓ Created custom dashboards, advance filters and formula based fields.
- ✓ Implemented and managed, as Configuration Manager, builds and source code branching as well as QC and integration testing environments.
- ✓ Developed an Automated Build & Deployment Process across large Java projects using ANT/Maven.
- ✓ Introduced Confluence to many departs, replacing their internal wiki system.
- ✓ Supports the integration of existing and new applications within the current infrastructure, including but not limited to: Fisheye, Crucible, Crowd, Bamboo, and Stash.
- ✓ Linux Development and Maintenance for various OS distributions, Open source tools [Apache, MySQL, Mail sever], Software Development tools setups.
- ✓ Created and configured new JIRA projects and worked with Production departments to port over existing JIRA projects from sandbox to Production with Project Configurator ad-on.
- ✓ Extensive experience in setting up baselines, branching, merging, periodic backups of the source code and automation processes using shell and Perl scripts.
- ✓ Worked on Atlassian Tech support for - Atlassian JIRA, Stash, Agile, Tempo Time Tracking, Confluence, Fisheye, Crucible, Bamboo, Service Desk, SVN, and GIT.
- ✓ Installed and managed plugins for Jira in production environment such as JEMH, Script Runner, Outlook integration for JIRA, JQL Tricks, CCC Last Comment, REST API Browser, Jira Suite Utilities and other.

Environment: JIRA6.1, Java/J2EE Ant, portfolio, Selenium2.0, Maven, Bitbucket, Tomcat, Jboss, WebSphere, WebLogic, SVN, GIT, JQL Jenkins, shell, bash, Confluence, Bamboo, Stash, Fisheye, Crucible.

POSITION: JIRA ADMIN / ATlassian SUPPORTS.

CLIENT: COMPUTER ASSOCIATES

Description:

CA Technologies, formerly known as Computer Associates International, Inc. and CA, Inc., is an American multinational publicly held corporation headquartered in New York City. It ranks as one of the largest independent software corporations in the world. The company creates systems software (and previously applications software) that runs in mainframe, distributed computing, virtual machine and cloud computing environments.

The company had been a provider of anti-virus and Internet security commercial software programs for personal computers during its venture into the business-to-consumer ("B2C") market, today it is primarily known for its business-to-business ("B2B") mainframe and distributed (client/server, etc.) information technology ("IT") infrastructure applications since the spin-off of their security products into Total Defense. CA Technologies states that its computer software products are used by "a majority of the Fortune Global 500 companies, government organizations, educational institutions, and thousands of other companies in diverse industries worldwide." CA Technologies is also part of the Clinton Global Initiative.

Responsibilities:

- ✓ Worked as Atlassian Systems Lead handling JIRA, Confluence, and JIRA Agile.
- ✓ Worked on JIRA customization such as creating Issue type schemes, Complex Workflows, Field Configurations.
- ✓ Worked on JIRA Service Desk workflow which includes project workflows, screen schemes and permission schemes.
- ✓ Worked with JIRA Service Desk 3.0.x to set up service desk, create service desk request types, and make queues for service desk teams and Setup Jira Service Desk Portals for help desk and other teams.
- ✓ Managing and Administering the Subversion, GIT source code repositories.
- ✓ Architect, design and maintain automated build and deployment systems using Jenkins, Subversion, Maven and Nexus.
- ✓ Worked on Integrating JIRA with Confluence, Fisheye, Crucible using Application links that Help users to Create Customized Versions/ Components for all projects.
- ✓ Created Dashboards for customer leadership and functional areas.
- ✓ Created custom screens, screen schemes, custom fields, issue filters to be used with customer dashboards and specific project queries.
- ✓ Created Confluence pages detailing customer fiscal year goals/objectives and pertinent information regarding JIRA customer configuration.
- ✓ Implemented Crowd with Single Sign On for the Atlassian applications.
- ✓ Researched and Installed third party applications for automation of file transfers like Signiant and FaspEx.
- ✓ Mentored several users/Teams in the usage of Jira/Jira Agile and Evaluated existing JIRA instance and resolved performance issues.
- ✓ Maintained JIRA team Confluence System Engineering pages that included: Process Flow Management, Team Requirements, Roles and Responsibilities, and COP User Metrics.

Environment: JIRA 6.1, Jira Service desk, Stash 3.3, Crowd 2.x, Confluence 3.0.x, GIT, UNIX, Linux.