

# Ravi Sagar

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Drupal and JIRA expert with over 11 years of experience in Web Development and Business Analysis. Done extensive work implementing and customizing big JIRA instances for Project Tracking, Test Management, Support Tickets and Agile tracking.

Founded Sparxsys Solutions Pvt. Ltd. In 2010, a startup company which provides consultancy & training services in Drupal and JIRA/Agile.

Extensive Experience in following activities.

- JIRA Installation and Configuration
  - Understanding client's requirements
  - Suggest best solutions to save cost
  - Experience on Linux and Windows Server
- Customization of JIRA
  - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes
  - Agile Tracking using Scrum and Kanban
  - Setup JIRA for HelpDesk, Test Case Management, Bug Tracking, Support Ticket Management
- JIRA Support, Maintenance and Training
  - Regular Upgrades of JIRA and installed plugins
  - Migration from legacy defect tracking tools to JIRA
  - Splitting and Merging JIRA Instances
  - Bulk Actions - Uploading Issues, Editing, User Creation
- Implementing JIRA Agile (Previously Known as Greenhopper)
- Integration with other tools like Confluence, Crucible, Fisheye
- Managing Add-ons
- Experience on JIRA REST and SOAP
- Backup and Restore procedures
- CSV import
- Developed web based applications, portals for various clients
- Done extensive work in creating Accessible websites for blind people following WCAG guidelines
- Keen interest in Project Management and Agile Methodologies

## Experience

**Technical Manager** in Sparxsys Solutions Pvt. Ltd. (March 2010 to Current)

- Doing the role of Business Analyst as well as the Chief Project Architect
- Meeting clients to understand their requirements, preparation on proposal and contracts
- Project planning, tracking and delivering projects
- Drupal & JIRA/Agile Trainer

**Lead Engineer** in Alcatel-Lucent, Gurgaon (Nov 2007 to March 2014)

- Worked in R&D Business Analytics & Tools Management Team
- Responsible for support, customization and implementation of tools like JIRA,

Confluence, Code Collaborator (Peer Review), Accept 360 (Requirement Management)

- MS Project Server Trainer
- VBA Trainer

**Project Coordinator** in Kaplan India Pvt. Ltd. (November 2004 to November 2007)

- To prepare multiple project schedule with team leads/manager inputs
- To provide updates and feedback to senior management on project progress/deviation against the plan
- To track multiple project status and update plan with inputs from leads/Managers
- To regularly monitor team deliverables and escalate if there is a gap
- To regularly baseline the project plan and consolidate the efforts
- Propose ways to continually improving internal processes
- To proactively flag any delays or issues with the progress
- To work closely with Project leads on project status and schedule
- Project Coordinator in Olive e-business Pvt. Ltd. (April 2004 to Oct 2004)
- Preparation of technical documents like System Requirement Specifications (SRS), Project Management Plan, Configuration Management Plan, High Level Design, Case studies and Help Manuals
- Interaction with international clients to take the requirement specifications, requirement analysis and making proposals
- Handling Project related problems and coordinating with developers/designers
- International Enquiry handling, communication with prospect client for the requirement details, drafting of commercial as well as technical proposal and quotation
- Enforcing Quality Standards, Modular and Integrated Testing

**Account Manager** in Olive e-business Pvt. Ltd. (April 2003 to Oct 2004)

- Preparation of technical documents like System Requirement Specifications (SRS), Project Management Plan, Configuration Management Plan, High Level Design, Case studies and Help Manuals.
- Interaction and Coordination with Clients.
- Interaction with international clients to take the requirement specifications, requirement analysis and making proposals.
- Handling Project related problems and coordinating with developers/designers.
- International Enquiry handling, communication with prospect client for the requirement details, drafting of commercial as well as technical proposal and quotation.
- Enforcing Quality Standards, Modular and Integrated Testing.

## Education

- M-Tech (Computer Science) from IIT Delhi, Delhi 2005(drop out after 1st Semester)
- B-Tech (Information Technology) from Amity School of Engineering and Technology, GGSIPU, Delhi 1999-2003(72%)
- DNIIT (A two year Diploma) from NIIT Punjabi bagh, Delhi
- XIIth from D.L.D.A.V. Sr. Sec. Model School, Shalimar bagh 1998-1999 (78%)
- Xth from D.L.D.A.V. Sr. Sec. Model School, Shalimar bagh 1996-1997 (73.2%)

## Certifications

- Planning, Deploying, and Managing an **Enterprise Project Management Solution** (Microsoft Course # 2732)

## Achievements

- Secured 98.98 percentile in GATE IT (2005), All India Rank: 79th
- Secured All India Rank: 4th in GGSIPU Engineering Entrance Examination(1999)

- Received Excellence Award (2006) in Kaplan Financial for outstanding performance