ABHIGN GATTU

Hyderabad, Telangana

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Education

MLR Institute of Technology   **Aug. 2019 – Aug 2023**
Bachelor of Technology - Electronics and Communication Engineering : 8.92   *Hyderabad, Telangana*

Relevant Coursework

- Data Structures
- Software Methodology
- Problem Solving
- Database Management
- Frontend Technologies
- Version Control
- Cloud Fundamentals
- Operating Systems

Experience

CGI   **July 2024 – Present**
Apprentice trainee   *Bangalore, Karnataka*

- Delivered 24/7 Infrastructure Support for 5+ global clients, ensuring high availability and system reliability..
- Monitored and resolved 1,000+ alerts monthly across Windows, Unix, Networking, and Hardware, reducing incident escalation by 30%.
- Troubleshot and resolved P3/P4 incidents as per SOPs, and assisted in P1/P2 issues, coordinating with L2 teams for faster resolution.
- Consistently achieved 100% TQA (Ticket Quality Assurance) scores, ensuring high standards in incident documentation and resolution accuracy.
- Monitored critical production servers 24/7, performed alert trend analysis, informed problem and change management teams, and participated in bridge calls for high-severity incidents.
- Proactively executed health checks and preventive maintenance tasks, reducing critical alerts by 20%.
- Handled large-scale alert suppression, including snoozing 1,000+ servers, minimizing false alerts and improving operational efficiency.
- Ensured 100% SLA compliance, maintaining 0% unplanned downtime by strictly adhering to client-specific guidelines.
- Participated in daily client calls, providing real-time incident updates and assisting in problem & change management discussions.
- Contributed to trend analysis & root cause identification, helping improve incident response time and prevent recurring issues.

Projects

Personal Portfolio Website | *React, Framer Motion*

- Developed a responsive personal portfolio website using React.js and Framer Motion, showcasing professional experience, projects, certifications, and personal bio with smooth animation effects and modern UI/UX principles.
- Implemented dynamic content rendering and reusable components to efficiently display project data, certificates, and contact details, improving maintainability and scalability of the codebase.
- Integrated animations and transitions using Framer Motion to enhance user engagement and interactivity, demonstrating proficiency in frontend libraries and modern JavaScript frameworks.

Weather Forecast Website | *JavaScript, CSS, HTML*

- Developed a responsive weather forecast web application using HTML, CSS, and JavaScript, featuring a clean user interface and mobile-friendly layout for optimal user experience.
- Integrated Geolocation API and OpenWeatherMap API to fetch and display real-time weather data based on user location, including a 5-day forecast with temperature, pressure, and humidity metrics.
- Utilized asynchronous JavaScript, API integration, and dynamic DOM manipulation, implementing robust error handling to ensure seamless data rendering and enhanced performance.

Technical Skills

Languages: Python, Java, C, HTML/CSS, JavaScript, SQL, OracleDBA, MySQL.
Developer Tools: VS Code, Eclipse, Chrome Dev Tools.
Technologies/Frameworks: Linux, Windows, GitHub, Git, Framer Motion, React.JS, Microsoft Azure.

Certifications / Achievements

- Achieved 90% and ranked top of the apprenticeship training batch, consistently scoring above 85% across all covered technologies including Networking, Linux, Windows, and Databases.
- Fundamentals of Python Programming- Coding Ninjas.
- Front-end Web Development with React.js- Scaler.