**ANUSHA DEVALLA**

**🖂 anushadevalla1999@gmail.com**  **✆ +91-8897491821**

**CAREER OBJECTIVE:**

To obtain a position in the field of Information Technology where I can utilize my skills and gain further experience while enhancing the company’s productivity and reputation.

**PROFESSIONAL SUMMARY:**

* Around 4+ years of hands on experience on Virtualization (Citrix).
* Experience on AVD, Managed Virtual machines and applications on AVD environment.
* Successfully managed & delivered Virtual Infrastructure for clients.
* As a good team player, task-oriented team worker and keen to learn new technologies to enhance career prospects.

**PRESENT PROFESSIONAL EXPERIENCE:**

**Organization : TCS, Hyderabad**

**Designation : System Engineer(AVD SME)**

**Period : From Dec-2021 to Till Date**

**TECHNICAL PROFICIENCIES:**

* I have worked as System Engineer giving L2 support to both XenApp, XenDesktop and Azure.
* Experience on creating and managing hostpools on AVD.
* I have good experience on Citrix 7.x farm.
* We use “Service Now” ticketing tool to handle the issues.
* I have worked on user Incidents, changes and tasks related to VDI and Applications. Worked on all types of user Issues.
* I have worked on Patching and rebooting activities.
* I have created multiple types of VM’s using different tools.
* Have good experience on both PVS and MCS.
* Knowledge on Citrix Studio, AD, VSPhere, VMware
* Knowledge on ITIL business process and IT service management.
* Had good knowledge on SLA requirements, problem and Incident management.

**PREVIOUS PROFESSIONAL EXPERIENCE:**

**Organization : Wipro Limited, Hyderabad**

**Designation : Citrix System admin**

**Period : From Apr-2019 to Dec-2021**

**TECHNICAL PROFICIENCIES:**

* I Worked as a Citrix Admin giving support to Xendesktop of 7.15 farm.
* Managed high levels of escalations and attended hyper care calls to support needs of customers.
* Worked on Ivanti environment and experience on Citrix studio and Active directory tool.
* Worked on Reboot activities and flexible to work on 24/7
* Worked on both tickets and tasks related to application and non-application issues.
* Excellent attention to details and ability to produce accurate results while working to tight deadlines.

• Experience in end to end ticket management, change management.

**TECHNICAL SKILLS:**

* Citrix
* PVS, MCS
* Azure
* VMware, VSphere
* Service Now
* Basic C Language

**STRENGTHS:**

• Excellent Problem-solving skills.

• Strong Communication skills.

• Time management.

• Flexible to work 24/7

**ACADEMICS:**

* Completed graduation Bachelor of Science in **Mathematics, Statistics and Computer science** at Aditya Degree College, affiliated to Adikavi Nannayya University with CGPA **8.5**in 2019.
* Completed **Intermediate**in Narayana College, affiliated to Board of Intermediate with an aggregate of **89%**in 2014.

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| **Degree/Course** | **Institute** | **Board/University** | **Year** | **CGPA** |
| **Bachelor of Science**  **(M.S.Cs)** | Aditya Degree College | Adikavi Nannaya University | 2019 | 8.5 |
| **Intermediate(M.P.C)** | Narayana junior College | Board of Intermediate | 2016 | 8.9 |
| **SSC** | Sri Chaitanya techno School | SSC | 2014 | 9.5 |

**HOBBIES:**

* Drawing
* Cooking

**DECLARATION:**

I hereby declare that the details mentioned above are true to the best of my knowledge.

( Anusha Devalla )