

# Sri Krishna Chandu Koritala

## Front End Web Developer

To obtain a challenging and rewarding position where I can further my career as a front-end web developer and utilize technologies such as JavaScript, HTML, CSS, and SQL to create intuitive, elegant and cutting-edge user experiences.

## Skills

- HTML
- JavaScript
- CSS
- jQuery
- Responsive Design
- Node.js

## Work History

2019-10-

Current

### Full Stack Web Developer (Student)

*Coding Boot Camp, University of Adelaide- Adelaide, Australia*

- Designed and developed over 7 web applications using technologies that include: HTML, CSS, JavaScript.
- Worked with various frameworks such as jQuery, Bootstrap.
- Collaborated with other developers on group projects and established a project workflow using GitHub.

2018-07 –

Current

### IT Service Desk Analyst

*WSP ANZ, Adelaide, South Australia.*

- Research and identify solutions to software and hardware issues.
- Diagnose and troubleshoot technical issues, including account setup and network configuration.
- Ask customers to ask targeted questions to quickly understand the root of the problem.
- Track computer system issues through to resolution, within agreed time limits.
- Take clients through a series of actions, either via phone, email or chat, until they have solved a technical issue.
- Properly escalate unresolved issues to appropriate level 3 groups.

## Personal Info

### Address

8/445 Anzac Highway, Camden Park  
Adelaide, SA, 5038.

### Phone

0435 536 261.

### E-mail

chanduk0406@gmail.com.

### LinkedIn

<https://www.linkedin.com/in/sri-krishna-chandu-kor>

## Technologies

- **Project Management Tools:** Microsoft Office tools - Access, Excel, Outlook, PowerPoint, SharePoint.
- **IT Service Management Tools:** Salesforce, ServiceNow.
- **SDLC/Design Methodologies:** Unified Modeling Language (UML), Agile, Waterfall.
- **Modeling and Design Tools:** Enterprise Architect, Lucid Chart, Microsoft Visio.

- Provide prompt and accurate feedback to customers
- Refer to internal database or external resources to provide accurate tech solutions.
- Ensure all issues are properly logged.
- Prioritize and manage several open issues at one time.
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting.
- Prepare accurate and timely reports.
- Document technical knowledge in the form of notes and manuals.
- Maintain good relationships with clients.

**2016-10 -  
2018-06**

## **IT Support Engineer**

*NBNCo Australia, Adelaide, South Australia.*

- Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Responding in timely manner to service issues and requests.
- Providing technical support to all the users in the organization.
- Repaired and replaced equipment as necessary.

## **Education**

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**2019-10-  
Current**

## **Full Stack Web Developer**

*Coding Boot Camp, University of Adelaide- Adelaide, Australia*

- A rigorous 24-week course presented by the University of Adelaide that develops the skills needed to build dynamic web applications and gain proficiency in it.
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**2014-07 -  
2016-07**

## **Master of Science: Information Technology**

*Federation University - Adelaide*

**2006-08 -  
2010-11**

## **Bachelor of Science: Computer Science**

*SRM University - India*

## Accomplishments

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1. Maintained a 97% customer satisfaction as an IT service desk analyst.  
Reduced time spent on hardware inventory by reorganizing physical storage of hardware.
2. Coordinated with third party vendors to resolve network printer issues which saved a lot of time and money for the client.
3. Made sure that the SLA's are not breached.
4. Migrated more than 50 user machines to Windows 10 from Windows 7.