**Sandeep Palla**

**Data Center Technician**

**| Phone: : | Email:**

**SUMMARY**

* Skilled IT and Network Technician with **3** years of hands-on experience in data center environments, specializing in hardware installation, maintenance, and troubleshooting.
* Proficient in racking and stacking network equipment including switches, routers, and servers, ensuring optimal performance and cable management.
* Experienced in replacing SSDs, STP connectors, RJ-45, and RJ-11 components with attention to detail and safety compliance.
* Strong working knowledge of ITSM ticketing tools (e.g., ServiceNow, Remedy) for accurate incident tracking, resolution, and documentation.
* Proven ability to manage and close technical support tickets efficiently while maintaining communication with cross-functional teams and end-users.
* Collaborative team player with strong communication skills and a proactive approach to resolving network hardware issues in fast-paced environments.

**TECHNICAL SKILLS**

* **Hardware Installation & Support**: Racking and stacking network switches, routers, servers; SSD replacement; STP connector maintenance
* **Cabling & Connectivity**: RJ-45 and RJ-11 termination, patch panel management, cable labeling and routing
* **Network Equipment**: Cisco, Juniper, and Dell switches – basic diagnostics and physical setup
* IT**SM Tools**: Experience with ServiceNow, Remedy, or similar ticketing systems for incident tracking and resolution
* **Troubleshooting**: Physical layer diagnosis, connector and hardware replacement, basic network issue isolation
* **Tools & Equipment**: Crimping tools, cable testers, ESD safety tools, rackmount hardware
* **Documentation**: Ticket updates, change logs, and inventory records
* **Protocols & Standards**: Familiarity with Ethernet standards, structured cabling, and data center safety procedures

**PROFESSIONAL EXPERIENCE**

**American Airlines**

**Data center Technician Jan 2024 - Current**

* Actively manage and resolve service tickets through ITSM tools (ServiceNow), ensuring accurate ticket updates, root cause documentation, and closure within SLA timelines.
* Support data center hardware operations by performing rack installations, grounding, and cable routing to maintain a clean and efficient environment.
* Collaborate with networking teams to replace failed SSDs, faulty connectors, and transceivers, helping maintain system integrity with minimal downtime.
* Execute physical network maintenance, including termination and testing of RJ-45 and RJ-11 cables, using punch-down tools, testers, and crimpers as per structured cabling standards.
* Monitor incoming alerts and work orders, conduct diagnostics for network switch hardware, and assist in isolating physical issues before escalation.
* Participate in deployment of new network equipment, including planning rack elevation, power provisioning, and patch panel configuration.
* Coordinate with remote teams for real-time hardware interventions, acting as onsite hands and eyes for upgrades, diagnostics, or emergency replacements.
* Document all physical changes, including rack elevations, cable paths, device serial numbers, and port mappings to maintain up-to-date asset and infrastructure records.
* Follow strict data center safety protocols, including ESD compliance, equipment handling, and adherence to airline regulatory procedures.
* Contribute to cross-functional meetings and handovers, sharing daily operational insights and helping streamline ticket resolution through better process alignment.

**iNetFrame Technologies, India**

**Junior Data Center Technician Jan 2021 – Aug 2022**

* Created XGBoost-based pricing optimization models incorporating review sentiment (VADER), leading to revenue uplift for over 2,000 hosts.
* Monitored daily ticket queues in ServiceNow, performing first-line triage, escalating issues appropriately, and ensuring timely updates and closures in compliance with SLA requirements.
* Assisted with rack and stack tasks, including organizing and grounding network devices under guidance, learning proper labeling and mounting techniques.
* Supported the physical replacement of hardware components (e.g., SSDs, power modules) in switches and servers, collaborating with senior technicians for precision.
* Gained hands-on experience terminating RJ-45 and RJ-11 cables, testing connections with cable testers, and maintaining clean, structured cable runs.
* Helped document patch panel layouts, asset serial numbers, port assignments, and rack configurations to maintain accurate data center records.
* Conducted basic troubleshooting of network switch hardware, identifying connector issues or faulty components and reporting findings for escalation.
* Secured compliance with ESD (Electrostatic Discharge) standards and data center safety procedures during all support activities.
* Participated in scheduled maintenance and provisioning windows, assisting teams during equipment staging and deployment to new racks.
* Communicated effectively with cross-functional IT teams to align hardware readiness, deployment schedules, and ticket updates, enhancing coordination.
* Supported equipment audits by cross-verifying physical inventory against records, assisting in notes and compliance checks.

**EDUCATION**

* **University of Central Missouri, MO, USA**

**Masters in computer science Aug 2022 – May 2024**