**Ganesh Kumar Thummurothu**  
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**Objective:**  
Motivated professional with 4 years of technical support experience seeking to transition into a Python developer role. Strong problem-solving skills, attention to detail, and a passion for programming. Eager to leverage technical support experience and recent Python proficiency to contribute effectively as a developer.

**Professional Summary:**  
Dedicated technical support professional with a solid foundation in troubleshooting, customer service, and IT operations. Recently acquired proficiency in Python programming through relevant courses, self-study and bootcamps. Seeking to apply Python skills and technical acumen to develop innovative solutions as a Python developer.

**Skills:**

* Python Programming (Proficient in Python 3.x)
* Object-Oriented Programming (OOP) Concepts
* Problem-Solving & Analytical Skills
* Technical Support & Troubleshooting
* Version Control Systems (Git)
* Data Structures & Algorithms
* Proficient in modules like threading, socket, NumPy, Pandas and Matplotlib.
* SQL & Database Management
* Agile Methodologies
* Excellent Communication & Collaboration Skills

**Professional Experience:**

**Service Desk Analyst**  
*NTT Data*, Hyderabad, India  
*Oct 2021 - Present*

* Provided first-line technical support and troubleshooting for over 100 employees across multiple locations.
* Resolved hardware, software, and network issues promptly to minimize downtime and ensure productivity.
* Utilized ITIL best practices to manage incidents and service requests effectively through ServiceNow.
* Collaborated with cross-functional teams to implement system upgrades and resolve complex technical issues.
* Maintained accurate records of support tickets, actions taken, and resolutions achieved.

**IT Support Technician**  
*HCL Technologies*, Chennai, India  
*Dec 2020 - Sept 2021*

* Delivered remote and on-site technical support to end-users, including hardware and software installations.
* Managed Active Directory accounts and permissions, ensuring security and access controls.
* Improved incident response times by 20% through process optimization and proactive monitoring.

**Quality Associate**  
*Amazon Development Centre*, Hyderabad, India  
*Apr 2019 - Jun 2020*

* Monitoring DA activities through rabbit devices and analysing their quality of deliveries.
* Executing SQL queries to pull out data regarding team performance and preparing quarterly audit quality result.
* Conducted training sessions for new employees on IT systems and best practices.

**Education:**

**Bachelor of Science in Information Technology**  
*University Name*, City, State  
*Month Year - Month Year*

**Education:**

**Bachelor of Technology in Mechanical Engineering**  
*Sir CR Reddy College of Engineering*, Eluru, Andhra Pradesh  
*Sept 2014 - Apr 2018*

**Certifications:**

* AWS Cloud literacy Certification
* Course completion certification of Informatica Power Center
* Python Foundation Certification by Cisco

**Additional Technical Skills:**

* Python
* Sql & PL/Sql.
* HTML5 & CSS3
* ETL using IICS & Informatica Power Center