**Gopi Ala**

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**Professional Overview**

* A dynamic professional with **2+ years** of experience, with relevant experience and qualifications.
* Trained on Sql Server Database
* **Presently serving as a System Engineer with TCS, Hyderabad.**
* Proficiency in managing various tasks involved in shift management, team building and project task activities.
* Possess excellent interpersonal, communication and organizational skills.
* Proficient understanding of the ITIL V3 foundation concepts and there implementation to the process related tasks.
* Highly dependable, adaptive, confident individual with analytical bent of mind can surely contribute to growth of an organization. Detail-oriented, with proven communication and analytical skills; can handle multiple tasks to meet deadlines in pressure situations.
* Accented with the latest trends and techniques of the field. Have an inborn quantitative aptitude & aspire to carve a niche for myself in the industry. Enriched with the ability to learn new concepts & technology within a short span of time

**Career Record**

**Company: TCS**

**Project: Agility Holdings**

**Work Profile: Service Desk(July 2015-May 2016),Incident Management(June 2016-March 2017)**

**Designation: System Administrator**

* Worked as Team Lead for Service Desk for 2 months
* Worked as Back up Team Lead for Service Desk for 3 months
* End User Computing of Windows Operating Devices.
* Troubleshooting of Microsoft Outlook Issues
* Auditing of Tickets
* Proposed Various Service Improvement Plans for Project
* Auditing of Calls
* Printer Installation on Machines
* Good Knowledge on Microsoft Excel
* Create Monthly ,Weekly, Daily Reports for Client
* Trending Analysis for the Issues Reported.

**Project: Apple Maps**

**Designation: System Administrator**

**Work Profile: IT Support (April 2017-Till Date)**

* End User Computing for Mac Devices
* Troubleshooting of Mac Devices
* OS Installation and Upgrades
* Software Installation on the Mac Devices
* Account Setup on Mac Devices
* Email Configuration
* Jabber Configuration

**Technical Background**

1. **Language**  C, C++, Sql Server Database
2. **Packages** MS-OFFICE 2013 (MS-Word, PowerPoint, Excel)
3. **Certifications** ITIL certified
4. Operating Systems Windows 2012 & 2008 Server

Mac OS Sierra (10.12.1,10.12.4)

**Scholastics**

* B.Tech – Electronics & Communication Engineering – (2011-2015),Bapatla Engineering College, AP with 85% Aggregate
* Standard XII / Intermediate – MPC – (2009-2011), Chaitanya Junior College, AP with 97 % Aggregate
* SSC – (2008-2009), State Board Of Secondary Education, AP with 89% Aggregate

**Project**

**Project Details:**

**Title:** Implementation of IWEP (Improved wired equivalent privacy) and new encryption algorithm using Hardware description language in Xilinx.

**Duration**: 4 Months

**Description:**

In this project we implemented an improved wired equivalent privacy and a new algorithm for encryption to prevent data from hacking and provide safety of data using Verilog Hardware description language in Xilinx

**Accolades**

* Organized the College Fest BECTAGON as a student coordinator
* Coordinator of departmental magazine event “WAVE-2ke”.

**Personal Details**

Languages: Proficient in English, Telugu and Hindi

Date of Birth: Apr 24, 1992

Current Package: 4.52 LPA

Expected: 6.5 LPA