

OBJECTIVE

Dedicated Network Analyst with extensive technical expertise and a proven track record of delivering exceptional client support. Demonstrates a strong ability to troubleshoot and resolve complex IT issues, ensuring efficient and uninterrupted service delivery. Proficient in leveraging Azure cloud technologies to enhance network performance and optimize system operations. Adept at diagnosing problems, implementing effective solutions, and maintaining high levels of user satisfaction. Renowned for strong problem-solving skills, meticulous attention to detail, and a commitment to continuous improvement in IT service management. Experienced in collaborating with cross-functional teams to drive system performance and streamline support processes.

Experience

• HCL Technologies – Bangalore – Network Engineer

Oct 2022– Present

Delivered comprehensive technical support to end users, addressing a wide range of hardware and software issues with precision and efficiency.

Resolved IT service requests promptly, ensuring minimal disruption to user productivity and maintaining high levels of customer satisfaction.

Maintained thorough and accurate documentation of IT incidents and resolutions, contributing to knowledge base and improving response times for future requests.

Collaborated effectively with team members to troubleshoot and resolve complex technical problems, leveraging collective expertise to enhance problem-solving efficiency and foster a collaborative support environment.

Skills

- Communication skills

• Active listening

• Adaptability

• Technical proficiency

• Attention to detail

• Problem-solving

• Multitasking

• active learning

• Presentation

• Positive attitude

• Patience

• Teamwork and collaboration

Tools

- Python

• Azure

• Javascript

• Citrix workspace

• HTML

• CSS

• Microsoft Teams

• Technical support

• Active Directory

• Microsoft Office

Education

• B.Sc – Statistics

2018– 2021

Acharya Nagarjuna University

Percentage - 63%

• Higher Secondary Education, Andhra Pradesh , State Board

2018

Mordern Junior College

12th percentage - 58%