

## OBJECTIVE

Results-oriented Network Analyst with extensive technical expertise and a strong track record in delivering exceptional IT support. Adept at troubleshooting and resolving complex network issues, with a proven ability to ensure seamless and reliable service delivery. Skilled in leveraging Azure cloud technologies to enhance network performance and optimize system operations. Known for excellent problem-solving abilities, meticulous attention to detail, and a commitment to continuous improvement in IT service management. Experienced in working collaboratively with cross-functional teams to drive system performance and elevate 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.Tech – Electrical and Electronics Engineering

2018– 2022

Lingayas Institute of Management and Technology

Percentage - 65%
- Higher Secondary Education, Andhra Pradesh , State Board

2018

Harika Junior College

12th percentage - 95%
-