Nikhil Kumar Garepalli

Customer Support Specialist

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Skills

- Troubleshooting, Citrix, Cloud Computing, VDI, Operating System, Remote Support, Application Management, Active Directory, MS Office, Azure

Experience

Associate Software Engineer   Dec 2021 - Jan 2023

Tech Mahindra   Hyderabad

- Completed a 3-month training program on IT V1 Foundation, acquiring essential skills and knowledge.
- Identified and selected top-performing candidates for advanced Cloud Training in Azure, enhancing team expertise and service delivery
- Strengthened communication skills through targeted training.
- Achieved two certifications in the Cloud domain, contributing to a more knowledgeable and capable support team

Projects

User Authentication

- Implemented a user authentication service, enabling seamless sign-up and content access for over 1,000 users.
- Developed secure login and logout features with password encryption, enhancing user data protection.
- Managed user roles, including admin, user, and SuperAdmin, to streamline access control and improve system security.

Tech:- Java, Spring Boot,Mysql

Achievements

Completed certifications in the cloud domain:

- Microsoft Azure Fundamentals (AZ-900)
- Google Cloud Associate Practitioner

Education

chaitanya bharathi institute of technology   2021

BE/B.Tech/BS in Computer Science

Sri Gayatri junior college   2016

MPC | 88%

Sri Chaitanya Techno School   2014

SSC | 9.7 CGPA

Strength

Good Team player and active learner
Good communication skills and devision making skills.