



**Hari Priya Guthimella**



Support Analyst seeking roles in Project Management, Technical Architecture, System Analysis, Technical Support, Requirement Gathering, Incident Management, Performance Tuning, Client Management, Service Management

Current Designation: Support Analyst	Total Experience: 3 Year(s) 0 Month(s)
Current Company: JD Sports Fashion India LLP	Notice Period: 2 Months
Current Location: Hyderabad / Secunderabad	Highest Degree: B.Tech/B.E. [Computers]
Pref. Location: Bengaluru / Bangalore, Hyderabad	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Tech Support Engnr	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: Support Analyst, Tech Support Engineer, Project Management, Technical Architecture, System Analysis, Technical Support, Requirement Gathering, Incident Management, Performance Tuning, Client Management, Service Management	
Verified :  Phone Number   Email - id	

Last Active: 20-Jan-21

Last Modified: 20-Jan-21

Jump to Section [Work Experience](#) | [Education](#) | [IT Skills](#) |

## Summary

Enthusiastic Support Analyst specializing in outstanding Technical Support service with 3 years of experience in E-commerce. Skilled Technical Support Engineer with broad base of experience in technical support and operations. Resolves problems quickly, delivering high levels of customer satisfaction.

## Work Experience

### JD Sports Fashion India LLP as Support Analyst Oct 2017 to Till Date

- \* Supported users with software, hardware and network issues.
- \* Created user accounts and managed access control.
- \* Monitored helpdesk and responded to incoming tickets to address support needs.
- \* Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- \* Developed and tested new product offerings prior to release to assist development team in bug identification.
- \* Monitored systems in operation and input commands to troubleshoot areas.
- \* Managed service follow-up communications, confirming satisfactory resolution of customers' service requests via email and phone.
- \* Answered customer support inquiries via specialized ticket tracking platforms, on ticketing tools like JIRA.
- \* Resolved escalated issues by serving as subject matter expert on wide-ranging issues related to E-commerce applications.
- \* Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across around time zones.
- \* Collaborated with developers, analysts and project managers to expedite incident resolutions.
- \* Analysed and mapped data and wrote SQL scripts to extract data from SQL databases.
- \* Accommodated delivery challenges specific to SaaS delivery environment
- \* Provided immediate emergency response and incident management.
- \* Assessed incident priority based upon impact to business and escalated issues as necessary.
- \* Handled high priority incidents with exceptional poise and composure, making quick decisions in effort to reduce overall impact.

[^ Back to Top](#)

## Education

UG: B.Tech/B.E. (Computers) from Jawaharlal Nehru Technological University (JNTU) in 2016

[^ Back to Top](#)



### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

IT Skills

Skill Name	Version	Last Used	Experience
MS OFFICE			

[^ Back to Top](#)

Affirmative Action

Category: **General**  
Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**  
Employment Status: **Full time**

[^ Back to Top](#)