Arpitha Thota
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Objective

Intend to build career with leading corporate of hi-tech environment with committed & dedicated people who will help me to realize my potential and grow along with the organization

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SKILLS AND STRENGTHS :

- MS-OFFICE,C, Certification from NIIT in J2SE, J2EE (Core and Advance Java)
- Windows XP, VMware
- Microsoft azure active directory
- Knowledge of service now & service wow ticketing tool
- AWS cloud services
- Adobe, browser, Active directory, PowerShell, BMC remedy, Exchange server

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ACCOMPLISHMENTS

- Played a Crucial role in migration of Export products to India before the Schedule Time frame.
- Played a Major role as a SPOC for the specific center in Deutsche bank India.
- Received Appreciation from Higher Authority for the efficiency in handling the transactions which maintained the quality of the product.
- Received a Bronze award in Genpact for the month of October 2014.
- Participated in Technical quiz at National Level Techno-Fest.
- Poster presentations on CMOS IMAGE SENSORS at National Level Techno-Fest.
- Paper presentations on CMOS IMAGESENSORS at National Level Technical Symposium.
- Participated in essay competition in Sri Sathya Sai Seva Organization.
- Participated in singing, calligraphy competitions and won prizes at school and college level.

WORK HISTORY

Intouchcx, HYDERABAD   Sr.Service Desk Analyst   Arpil 2023 – Present Date

- Knowledge of Microsoft Windows, Office 365, Exchange, and basic network terminology and, functions.
- Provide support via telephone, email, remote and desk side visits to users and guests
- Diagnose and resolve Incidents
- Log and update the Service desk system with all incidents
- Escalate Incidents to other teams and third parties
- Manage relationships with local third parties and suppliers
- Manage, renew and negotiate local contracts with third parties and suppliers
- Take ownership of problems and work with suppliers and manufacturers
- Ability to diagnose and troubleshoot complex problems and work to a resolution
- Create meaningful Knowledge Articles to benefit both users and IT team members

AVANATHNA TECHNOLOGIES LTD.   SYSTEMS ENGINEER   FEB 2022-FEB 2023

- Participate in unit-level and organizational initiatives.
- With the objective of providing high quality and value -adding consulting solutions to customers within the guidelines, policies and norms of ITIL.
- Working on high priority incidents as escalation spoke for seamless delivery.
- Handled major incidents and problem tickets in terms of business criticality.
- Working on Client Tools which requires skills on application deployment.
- Knowledge on SCCM and excellent communication, analytical, problem solving and documentation skill

INFOSYS, PUNE   Senior Process Executive   Mar 2017 – Oct 2017

- Worked for Windows VDI 2016 support
- Provisioning access in Active Directory server and looking the issues related to AD server
- Escalating problems to second level and tracking the status of problems and solutions.
- Handled major incidents and problem tickets in terms of business criticality.
- Good command on service now, Active directory & RDP tools.

COGNIZANT, Hyderabad   Senior Process Executive   March 2016 – Dec 2016

- Worked on provisioning access in Active directory by utilizing tools and resources of VMware server
- Floor support in terms of need that is rendering the support for team members.
- Identifying priority calls and highlighting the potential problems and ensuring that targets are met in line with key performance indicators.
- Utilized the software resources such as IBM Tivoli session, RDP for restarting the services and servers if needed to resolve the issues.

GENPACT, Hyderabad   Process Associate   July 2014 - March 2016

- Supported on network or connectivity issues of servers hosted with Godaddy.
- Helping the client with the setup and technical issues for creating
- their websites in hosting space of servers with godaddy
- Troubleshooting on database connectivity issues for the websites using tools.
- Guiding the client to configure the IP address of hosting space to the domain.
- Guiding the client in installation as well as setting up of the applications.
- Guiding the client in installation as well as setting up of the servers.
- Train team members in the client applications of technologies.
- Attend company training seminars to become familiar with products.

PATRI SOLUTIONS, Hyderabad   Java Trainer   November 2012 - April 2014

- Train students in programming and program coding.
- Assign, coordinate, and review work and activities of programming personnel.

DEUTSCHE BANK, Bangalore, Karnataka   Analyst   August 2010 - September 2012

- Windows troubleshooting and worked on service level agreement.

- Worked on software installation and uninstallation.
- Worked on office 365, Adobe, powershell, and active directory
- Worked on Service now, BMC Remedy, and ITIL awareness.

EDUCATION :

B.Tech	JNTU (Aurora's Engineering College)	2005-2009	65.7%
Intermediate	Sri Chaitanya junior College	2003-2005	88.6%
SSC	St. Xavier's High School	2002-2003	74.6%

COMMUNICATION:

- Updating technical skills
- Accepting challenges
- Learning new technologies

DETAILS:

- Date of Birth   : June 8th 1988
- Nationality   : India
- Languages known: English, Hindu, Telugu

AFFIRMATION:

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Arpitha.T