JAYA SAI PAVAN MEDABOINA

PROFESSIONAL SUMMARY

To be the part of an enthusiastic work environment, where I can use my technical skills to accomplish organizational goals and give my best.

EXPERIENCE

Technical Support Executive, 10/2022 – 11/2023
TCS - Hyderabad

- Worked on ITIS tools like Nagios and Meraki which helps in Monitoring, Trouble shooting, Configuration Changes of entire Environment of the Project.
- We do the trouble shooting of the Server,switches,Routers and On boarding, Decommission of new devices in the Environment.
- Involving in the Production Changes along with the Implementer and based on their request we will suppress those servers during the change and will available for their support for entire Change window.
- Interacting with various location clients & Customers on Daily DTI Calls and Resolving the Incidents.
- Utilised root cause analysis to diagnose and troubleshoot commonly reoccurring issues.
- Communicated effectively with technical support teams to resolve escalated issues swiftly and efficiently.

EDUCATION

August 2020
. Project : On Working of Gear Mechanism

B.Tech, Mechanical, 2022
Raghu Institute of Technology - Visakhapatnam, AP
GPA: 8.08

Board of Intermediate Education, Class- XII (MPC), 2018
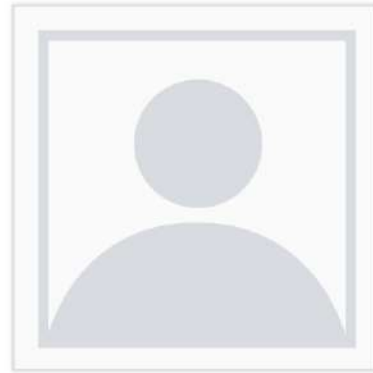**Narayana College** - Visakhapatnam, AP
GPA: 91.80

Board of Secondary Education, Class- X, 2016
Sri Chaitanya - Visakhapatnam, AP
CGPA-8.7

ACCOMPLISHMENTS

- Participated in a Two Days National Level Workshop on "Hands on Experience in Maintenance and Troubleshooting and Air Conditioning System on 10th and 11th January 2020.

CONTACT

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CORE QUALIFICATIONS

- TECHNICAL SKILLS- Nagios Monitoring Tools having admin level access and rights for configurations and changes to be made in Production Environment.
- Email Configuration, scheduling downtime, Adding, Decommissioning servers
- Networking Foundation- Hands-on experience on Level 1 Troubleshooting
- Done Certification in TCS on Networking: Routers, switches, Protocols like TCP, SNMP, ICMP, DHCP, DNS, Dns Spoofing.
- Business case Scoping, Communication & Presentation Skills, Email Writing.
- Analytical, Problem solving skills & Proactive Response.
- Known Programming Languages: Basic of C programming.

LANGUAGES

English,Telugu
Any kind of disability :No