

Jagannadha Sai Tarun Salapu

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PROFESSIONAL SUMMARY

Entry-level IT professional with foundational experience in Level 1 IT support, system troubleshooting, installations, configurations, documentation, and user support, capable of working in shift-based environments while collaborating with global teams to resolve incidents and maintain reliable IT operations.

TECHNICAL SKILLS

- **Operating Systems:** Linux basics, command-line usage, system navigation, process monitoring, and troubleshooting
- **IT Support:** Incident handling, ticket resolution, system setup, configuration, and end-user technical support
- **Infrastructure:** Basic data center concepts, hardware setup, monitoring, and infrastructure health checks
- **Security & Tools:** Basic security monitoring, access management awareness, documentation, and compliance practices
- **Professional Skills:** Communication, problem solving, teamwork, adaptability, shift readiness, and escalation handling

WORK EXPERIENCE

Software Developer Intern

Apr 2025 – Aug 2025

Riyadh Microfinance Pvt. Ltd. (Remote)

- Provided level one technical support assisting users with system issues and access requests
- Performed basic system installations configurations health checks and routine infrastructure monitoring tasks
- Assisted in incident troubleshooting documentation and escalation following defined IT support processes
- Collaborated with distributed teams during shifts ensuring timely resolution and effective knowledge sharing

PROJECTS

Rypay Mobile Application (Play Store)

- Supported application operations by resolving user-reported issues and performing basic system checks
- Assisted monitoring logs alerts and application health to ensure stable production environments
- Performed basic troubleshooting following documented procedures and escalated unresolved technical issues appropriately
- Maintained documentation for recurring issues supporting consistent incident resolution and service continuity

Job Portal Web Application

- Provided basic application support handling functional issues reported during testing and usage
- Assisted with system configuration validation and routine checks ensuring application availability
- Documented issues resolutions and troubleshooting steps for future reference and team knowledge
- Coordinated with team members to escalate complex issues through appropriate support channels

College Chatbot Platform

- Supported chatbot deployment by performing configuration checks and validating system functionality
- Assisted in troubleshooting response issues using logs and predefined diagnostic procedures
- Maintained system documentation supporting consistent user support and operational continuity
- Coordinated with peers to resolve issues and escalate technical problems when required

EDUCATION

B.Tech in Computer Science and Engineering

Centurion University of Technology and Management

2021 – 2025

85%

Intermediate (12th Grade) – MPC

Narayana Junior College, Visakhapatnam

2019 – 2021

90%

SSC (10th Grade)

Narayana English Medium High School

2018 – 2019

98%

CERTIFICATIONS

- IT Support Fundamentals covering troubleshooting incident handling and end-user assistance practices
- Linux System Basics focusing on command-line operations monitoring and configuration fundamentals
- Information Security Awareness covering basic security monitoring and compliance principles

CORE STRENGTHS

- Strong problem-solving abilities for diagnosing issues and applying structured resolution approaches
- Effective communicator collaborating with global teams across shifts and support functions
- Willingness to learn adapt and grow within fast-paced IT operations environments