


SANDHYA BOOTHKOORI(SANDY)

Transgender-Transman

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Objective

An enthusiastic, self-motivated and dedicated towards work professional, looking for opportunities in a growing organization to utilize my experience and knowledge.

Work Experience

Asset Management _ Administrator

Wipro Technologies – Hyderabad, Gachibowli - Financial District

2017– 2019

- Work on the Service-Now tool and make the asset inventory accurate.
- Track the asset location moving from one place to another in validation task.
- Work on the excel report for different missing parts like- user name, asset tag details and warranty etc.
- Closely work with EUC team and monitor them that they are updating the inventory properly or not and trigger the mail accordingly.
- Represent the data on call in front of the Clients and other teams and handle them with their questions.
- Work with property management team on various administrative tasks
- Work directly with Asset Manager on various property, project and lease related activities
- Create, implement, and maintain various tracking criteria related to property operations and performance

Administrator _NOC Engineer.

Wipro Technologies – Hyderabad, Gachibowli-Financial district.

2019 – Till Date.

- Continual monitoring and handling alerts on multiple servers using tools like SolarWinds, Dotcom monitor, Thousand Eyes, Extra-Hop and Catch point and follow standard alert response Procedure/run book to restore services quickly by performing Level 1 Troubleshooting.
- Monitor the entire IT infrastructure through various monitoring tools, Incidents; perform the troubleshooting on Windows servers.
- Follow response procedures, while performing troubleshooting for all IT Infrastructures and application-level alerts.
- Raise a case with various vendors, service providers for assistance & follow up until resolution.
- Managing technology team's On-call calendar on timely basis to make sure escalation is followed properly.

- Enabling and disabling the alerts related to the server maintenance activity during the maintenance window and when required.
- Helping internal tech teams in carrying out maintenance activities such as server patching, Data refresh and sending out maintenance activity to all internal teams and stakeholders.
- Interfaced directly with service providers, customers, field technicians, service contractors, and field service coordinators to troubleshoot and resolve network-related issues
- Developed documentation on standards and troubleshooting processes to improve overall efficiency and productivity of network operations personnel.
- I have taken initiative in working all the reports in excel format by pulling the data of the team on service-now ticketing tool by applying respective rules and shared the data to required stake holders
- Have worked on documents in updating all the recent modifications of the alerting response procedures

Educational Qualifications

Bachelor of Science (2016)

Osmania University College – Koti, Hyderabad

Description: 71%

Management Skills

- Possess excellent organization and project management skills with the ability to manage and complete multiple tasks simultaneously.
- Attention to detail and ability to function under tight time frames.
- Strong critical thinking and analytical skills with the ability to assess operations and initiate changes to improve property performance.
- Above average ability to perform word processing and data entry with strong Excel skills.
- Strong organizational and administrative skills with a keen attention to detail.
- Proven attention to detail,
- Motivated and results-driven with strong work ethics
- Excellent verbal and written communication skills.

Looking for Profession Change: -

Few starts their passion at the beginning of their career.

Few works in all the departments and takes everything is their passion.

Few people start or finds their area of interest or passion after working in different departments or experiencing the life.

Similarly, I took time to notice my passion and started searching for the passionate work.

In any organization, there are few departments like food, health, transport, HR, Teaching, or any hospitality departments and I would like to work in such fields and provide the service.

In simple, I am looking for a managing related job which includes direct interaction with people and providing the organizational needs.