

Pulimamidi Srinath Goud

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Pulimamidi — ☁ Salesforce.com/https://www.salesforce.com/trailblazer/pulimamidi

Summary — A proactive and results-driven IT professional with hands-on experience in systems engineering and technical support. Skilled in troubleshooting, managing IT assets, and optimizing network infrastructure to ensure seamless operations. Adept at delivering excellent customer service and collaborating with teams to implement efficient IT solutions.

Education

University Of The Pacific

Master's in Computer Science

Aug 2024 – Present

Jaya Prakash Narayana College Of Engineering

Bachelor's in Computer Science

Jul 2018 – Sep 2022

Experience

Precision Group

May 2022 – July 2024

System Engineer

Client: Aurobindo Pharma

- Analyzed network traffic patterns to identify bottlenecks and optimize performance
- Configured monitoring tools to track system performance and troubleshoot issues proactively
- I have excelled in promptly resolving user issues, leading pre-beta software evaluations, and deploying critical system installations including operating systems, QMS, and ERP systems.
- Delivered top-tier user support, efficiently resolving technical issues to minimize downtime. Deployed and maintained Windows servers, ensuring stable and secure system environments. Conducted pre-beta software evaluations and implemented critical system installations, including QMS and ERP systems. Analyzed network traffic and upgraded infrastructures with new Cisco routers to boost performance. Led asset management initiatives, streamlining device tracking and lifecycle management.

Projects

Precision IT

May 2022 – July 2024

- As part of the project I worked on keeping our systems running smoothly without interruptions.
- I oversaw an Asset Management initiative to efficiently track and manage our devices.
- As part of our network upgrade efforts, I was responsible for integrating new Cisco routers, which enhanced network performance and reliability. Upgraded the network by integrating new hardware, enhancing connectivity and reliability.
- Configured monitoring tools to proactively troubleshoot system issues.

Debian Linux

May 2022 – July 2024

- Maintained packages in Debian repositories
- Reviewed and sponsored packages on behalf of prospective Developers
- Resolved bugs reported in bug tracking system
- Maintained and resolved bugs for Debian repositories, contributing to system stability and performance.

Skills

Languages Python, c++, System Monitoring and Troubleshooting, .Net, Computer Networking, Network security, Operating

Systems Management protocols, Salesforce, Cybersecurity.
OS Debian, Ubuntu, Kali Linux

Certifications

- Cybersecurity From Cisco
- Python From Cisco
- Salesforce Badges From Salesforce

VOLUNTEERING

- As a volunteer with Swecha, I was actively engaged in promoting the use of open-source Debian, particularly focusing on revitalising old school and college computers by installing Debian on systems that could no longer support Windows.
- Additionally, amid the COVID-19 pandemic, I contributed to the community by participating in a pro bono medical helpline, providing essential support and information during a critical time of need.