

Resume

Raj Kumar Gundi

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Career Objective

Dedicated and experienced service desk professional with three years of proven expertise in providing exceptional technical support and customer service. Seeking a challenging role in a dynamic organization where I can utilize my skills in troubleshooting, problem-solving, and communication to contribute to the efficiency and effectiveness of the IT service desk team while furthering my career development.

Profile Summary

- A versatile team player with 3 years of experience in IT hardware and software support.
- Currently associated with Tata consultancy Services as System Engineer
- Experienced in Production Infrastructure Operational Support
- Skilled at monitoring, delivery of high-quality customer experience, elevating customer satisfaction while adhering to SLAs and work process, effective resolution of escalation within turnaround time.
- Strong problem solving & technical skill with decision making for enabling effective solutions leading to high customer satisfaction.
- Excellent learning ability and adaptability to new technologies

Technical Skills

Version control	Git, GitHub
Operating Systems	Windows, Linux
AWS Services	EC2, ELB, VPC, S3, Autoscaling Groups (ASG), CloudWatch, Lambda function, route53, IAM and Elastic Load Balancer
Devops tools	Terraform , Jenkins, Maven, Jacaco, Junit, SonarQube, Ansible, Docker, Kubernetes and Chef,
Database	SQL
Programing	Core Java, Shell Scripting
Web Technology	HTML and CSS
Monitoring Tools	AWS CloudWatch, Prometheus and Grafana and Slack

Educational Qualifications

- B Tech from Madanapalle Institute of Technology and Science, Madanapalle with 7.96 CGPA (2018-2021).
- Diploma from Govt.Polytechnic Proddutur, Andhra Pradesh with 77.18% (2015-2018).
- 10th from Milton Hi-Tech (R) talent School, Adoni, Andhra Pradesh with 8.3 CGPA (2014-2015).

Experience:

Tata consultancy services Pvt Ltd Bangalore	December 2021 to till date
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Tools: Active directory (ARS), Workspace one admin and intelligent hub. Intel AMT, ServiceNow (AWA), Entrust soft token tool, Cisco jabber, CyberArk, Splunk, MS Teams and Quick assist.

Roles & Responsibilities:

- With 3 years of experience as a Service Desk Analyst, I am proficient in providing efficient technical support and troubleshooting, consistently enhancing user satisfaction.
- Providing technical support to end-users, troubleshooting hardware and software issues.
- Installing, configuring, and maintaining computer systems and peripherals.
- Assisting customers with the fulfilment of Service Requests.
- Responding to service requests and resolving technical problems via phone, email, or in-person.
- Monitoring service desk performance against SLA targets.
- Escalating incidents or service requests that are at risk of breaching SLAs. Identifying areas for improvement to meet or exceed SLA targets.
- Analyse root cause, identify known issues or workarounds, and document resolutions
- Effectively documenting procedures, solutions, and troubleshooting steps for future reference.
- Monitoring RPA bots with help of UI PATH ORCHESTRATOR and solving pertaining to it.
- Ensuring compliance with security policies and procedures.
- Collaborating with other IT staff to implement and maintain IT infrastructure.
- Keeping up-to-date with technological advancements and recommending improvements to enhance efficiency and effectiveness.

Certificates

- Trained in DevOps at Naresh IT Technology, Hyderabad
- Trained in Core Java at Jspiders, Bangalore
- Completed certifications in Linux, Oracle SQL, HTML, and CSS on Udemy

Personal Details

Father name : G. Devendra
Mother name : G. Mallamma
Language Known : English, Kanada, Telugu, Hindi.
Address : H.No: 3/26, Manekurthi (V), Alur (M), Kurnool (D), Pin Code: 518302.

Declaration

I hearby declare that the above furnished details are true to the best of my knowledge and belief.

Place: Bengaluru

Signature: G. Raj Kumar