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 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

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

Place: Bengaluru   **Signature**: G. Raj Kumar