**Resume**

**Raj Kumar Gundi**

**Email:** rajkumargundi8127@gmail.com | +91 7396355001

**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 2.8 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:**

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| 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:**

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| 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:**

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| 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