

VANGARA THANUSHA

SYSTEM ADMINISTRATOR



CONTACT

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Hyderabad, Telangana – 500055

TECHNICAL SKILLS

- Languages: Python, JavaScript, HTML5, CSS3
- Frameworks: Django, .NET
- DevOps Tools: Azure DevOps
- ITSM Tools: ServiceNow
- Enterprise Apps: QNXT, BizTalk, CAPTIVA, TFS
- Databases: SQL, MySQL
- OS: Windows

CERTIFICATIONS

- Telegram Bot Development - Gita-GPT
- Python Full Stack Web Development
- Website Design & Development - Internship Studio
- Programming Foundations - LinkedIn Learning
- HIPAA Compliance Training

LANGUAGES

- English
- Telugu

PROFILE

Dedicated System Administrator with 1 year of experience in managing IT infrastructure, enterprise applications, and ITSM processes. Skilled in ServiceNow, Azure DevOps, and application support

WORK EXPERIENCE

System Administrator – 1 Year

- Managed and supported Windows servers and enterprise IT infrastructure
- Handled Incidents, Change Requests, and Service Requests using ServiceNow (ITIL)
- Supported applications: TFS, CAPTIVA, QNXT, BizTalk
- Performed QNXT installation, configuration, and post-installation support
- Server monitoring, troubleshooting, patching, and maintenance
- Used Azure DevOps for deployments and coordination with dev teams
- Managed client application emails and ensured timely resolutions
- Maintained system performance, availability, and security standards
- Created and updated technical documentation.

Achievement: Employee of the Year Award

EDUCATION

- M.Sc. Computer Science – Osmania University (2024) – 93%
- B.Sc. Computer Science – Osmania University (2022) – 8.3 CGPA
- Intermediate MPC – 76%
- SSC – 8.2 CGPA

PROJECTS

- NLP-Infused Telegram Bot (Gita-GPT)
- Online Bus Ticket Booking System (GUI)
- Attendance Application using .NET
- Hostel Searching Web Application (Full Stack)
- Video Encryption & Decryption using AES Algorithm

INTERNSHIP

Machine Learning Intern

Indian Servers | Apr 2023 – Jun 2023

- Developed NLP-based Telegram bot Gita-GPT
- Integrated Quora for intelligent responses
- Built AI chatbot for recommendations and queries
- Created a Telegram bot for finding beaches in India
- Hands-on experience with Python, NLP, APIs, and bots