

Viswa Prasath A

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☎ 6281535706

📅 19/07/2001

in www.linkedin.com/in/viswa-prasath-a-bo755b1b5

Education

Saveetha engineering college

B.E electronics and communication engineering

2018 – present | chennai, India

CGPA - 8.02

Sri Chaitanya jr college

Intermediate

2016 | Chittoor, India

Percentage - 91.4%

Camford English High school

SSC 10th

Chittoor, India

Percentage - 92%

Languages

- English
- Tamil
- Telugu
- Kannada
- Hindi

Courses

C programming

Hackerrank

2019 – 2020

Profile

A passionate youngster looking for an opportunity to enhance and explore my knowledge and skills, eager to get into a work environment to put my communicational and technical skills to good use for me and the firm's success, always looking forward to face a challenging situations for me to be a better version of myself..

Soft skills

- Effective communication
- Leadership skill
- Out of box thinking
- Stress handling
- Time management

Professional Experience

HCL Tech

Analyst

2022 – present | Chennai, India

As I am in Critical incident management team I am familiar with handling incident and critical incidents along with problem handling and change handling.

My Individual Roles & Responsibilities.

- Handling Huddle calls to get the updates on all the pending incidents and requests.
- As a Problem manager I validate all the RCA provided and present to client during meetings.
- Verifying all the change request thoroughly and approving for implementation

ITIL

Percipio

2022 – 2022

Internet of things

swayam - by NPTEL

2018 – 2019

Certificates

- Certificates Business English Certificate Preliminary Cambridge English entry level certificate in ESOL International
- AWS Cloud Practitioner
- Microsoft Certified: Azure Fundamentals

Professional Skills

Programming languages & Tools

- c
- c++
- Javascript
- ServiceNow

- Auditing the change and incidents everyday to make sure everything is done by the book.

ACHIEVEMENTS & ACCOLADES

- Awarded the best performer award from DU head within 4 months of my joining.

References

Dr. K. Indumathi, Associate Professor,
Saveetha Engineering College
indhumathik@saveetha.ac.in, 99404 53582

Declaration

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

Viswa Prasath A