

Abhishek Danalakota

Contact

Phone (work)
+35312211452

Website (work)
sites.ey.com/sites/
RepositoryCV/ProfileCVs/
Abhishek
Danalakota_CV08092021_.pptx

Summary

An experienced Developer Support, Technical Support, Incident and Application analyst with two years of comprehensive work experience in the technology services sector while working with fortune 500 companies on its product and service base projects, creative problem solver with exceptional troubleshooting skills, exceptional stakeholder relationships, communication skills and customer focused nature while working face to face with multiethnic clients.

Positions

Technology Consultant in EY

September 2021 - Present

Developer Support Analyst in Genpact

March 2020 - August 2021

Provide effective technical consultation to Facebook developers regarding all products and services.

- Decipher and troubleshoot bug reports and maintain communication with Product Engineering for further assessment.
- Debug code snippet and coding samples from developers and fix their issues.
- I am the point of contact for Platform developers and manage technical product issues and escalations, delivering the highest level of developer satisfaction
- Build product insights from developer experience/ sentiments and work with cross-functional partners to take appropriate action.
- Writing technical emails to developers to make them understand about the issue and drive them to solution.
- Assist developers with Facebook API integrations using Graph API Explorer
- Troubleshooting production issue related to Facebook APIs and document the processing
- Drive to meet or exceed daily performance metrics related to key performance indicators
- Engage with the operations and engineering teams to build, drive and improve our tools and processes

Security Delivery Specialist in IBM India

February 2018 - January 2019

Worked as IT security delivery specialist handling Australian clients (NAB, TfNSW & TAC) and supporting them in maintaining their active directory and information security, providing infrastructural Services to Clients

- Handled the application support team responsible for Identity and access management of the clients
- Experience managing user life cycle and integrating application requirements in a shared services framework

focused on provisioning, de-provisioning, entitlements and role-based access control

- Strong knowledge and experience managing the following IAM activities: ID administration, provisioning, governance/auditing, IAM reporting, IAM tool operations
- Maintained in-depth knowledge of the IBM and client products and information security best-practice
- Worked on Linux servers for providing access to new customers and stakeholders
- Experience in software development lifecycle (Agile)
- Investigate and troubleshoot issues and developing solutions for our customers while understanding their business needs
- Worked on IBM internal tools to monitor network, servers and applications
- Worked under pressure to meet the deadlines even when the team leads moved to different projects
- Resolve escalated hardware and software issues related to LAN/WAN

Intern in Nvidia India(Spectrum Consultancy)

January 2017 - February 2018

- Provide support to clients by responding to emails and phone calls
- Understand hierarchy of incident escalation: Night duty, supervisor, manager.
- Helped production to identify inefficiencies and suggested ways to increase productivity
- Following SOAPs set by firm and applying them efficiently where required.

Skills

Agile Software Development, Amazon Web Services (AWS), Application Programming Interfaces (API), Cloud Infrastructure, CNSS, Computer Programming, Computer Science, Creative Marketing Solutions, Dashboard, Data Analytics, Data Technology, Deep Learning, Design Thinking, Facebook Applications, HyperText Markup Language (HTML), Identity and Access Management (IAM), Information Technology (IT), ITILv3, Java, JavaScript, Lean Six Sigma, Linux, Marketing, Microsoft Active Directory, Microsoft Azure Fundamentals, Microsoft Excel, Microsoft Power BI, Microsoft SQL Server, Microsoft Word, MS Azure SQL, Networking Sites, Problem Solving, Project Management, Scrum, SDK, ServiceNow, Technical Support, Technological Solutions, Windows Server

Area

Europe, MiddleEast, India, Africa

Business Unit

UKI - ROI Consulting CA

Rank Description

Staff/Assistant

Home Office (City)

Dublin

Management Unit

Ireland

People Service Line

Consulting

Sub Area

UKI

Sub Management Unit

Microsoft

Sub Service Line

Technology Consulting