

ARELLA SAIKUMAR YADAV

Bengaluru, India | Phone: +91 8688765073 | Email: arella.sai05@gmail.com | LinkedIn: linkedin.com/in/arella-saikumar-yadav-84337037a

Career Objective

Seeking a challenging role in IT support or technical services where I can leverage my skills in Incident Management, ServiceNow, Asset Management, and Automation to contribute to business growth and gain deeper technical expertise.

Core Skills

- 1 Incident Management & Resolution
- 2 ServiceNow (ticketing, reporting, dashboards)
- 3 Asset Management & ITIL Process Knowledge
- 4 Problem & Change Management Support
- 5 Root Cause Analysis & Troubleshooting
- 6 Autopilot Testing
- 7 User Self-Provisioning
- 8 SLA & OLA Compliance
- 9 Client Support & Communication

Professional Experience

Wipro Limited — Onsite Support Engineer (Client: ABB)

Bengaluru | September 2024 – Present

- 1 Provide onsite technical support to ABB as part of a client-service team.
- 2 Manage ServiceNow ticketing system, configuring reports and dashboards to improve efficiency.
- 3 Handle Incident Management, ensuring SLA adherence and timely resolution.
- 4 Oversee asset tracking and maintenance processes.
- 5 Participate in automation-driven IT initiatives including Autopilot Testing and User Self-Provisioning.

Projects

ServiceNow Reports & Dashboards for Incident and Service Request Tracking

- 1 Designed and configured ServiceNow reports and dashboards to monitor open incidents and service requests.
- 2 Improved SLA compliance and enabled faster prioritization of tickets.
- 3 Reduced manual monitoring efforts and enhanced management decision-making.

Autopilot Testing (Automation Initiative – ABB)

- 1 Participated in Autopilot testing to streamline IT asset deployment.
- 2 Verified device readiness, compliance, and automation workflows before end-user issuance.
- 3 Supported adoption of automation-driven IT provisioning for faster rollouts.

User Self-Provisioning (SPOC – India)

- 1 Acted as Single Point of Contact (SPOC) for User Self-Provisioning in India.
- 2 Enabled laptops to be issued directly to users without IT team configuration.
- 3 Improved IT efficiency and enhanced end-user onboarding experience.

Education

- 1 B.Sc (Graduation) – Sri Vaishnavi Degree College, Yogi Vemana University | 2019–2022 | 68%

- 2 12th (MPC) – Narayana Junior College, BIE Andhra Pradesh | 2016–2018 | 91.8%
- 3 10th – Raju High School, AP Board of Secondary Education | 2016 | GPA: 9.2

Strengths

- 1 Quick learner with an ability to rapidly adapt to new technologies
- 2 Ability to work effectively both individually and as part of a team

Personal Details

- 1 Date of Birth: 10-06-2001
- 2 Nationality: Indian
- 3 Permanent Address: Rajampet, Andhra Pradesh, 516115

Declaration

I hereby declare that all the above-given information is true to the best of my knowledge and belief.

Place: Bengaluru

Date: _____