VODAPALLI SOWMYA

IT SERVICE DESK ENGINEER

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PROFESSIONAL SUMMARY

Dynamic IT Analyst with a proven track record at Service Desk, excelling in troubleshooting and issue resolution. Leveraged analytical skills to enhance system reliability and fostered strong client relationships. Proficient in Active Directory and Microsoft Office 365, driving efficiency through effective collaboration and root cause analysis. Known for resolving issues quickly and maintaining high customer satisfaction.

EDUCATION

DON BOSCO DEGREE COLLEGE (2020 – 2023)

SVP JUNIOR COLLEGE (2018 – 2020)

HOLY CROSS HIGH SCHOOL   (2017 – 2018)

WORK EXPERIENCE

IT Service Desk Analyst — Tech Mahindra (2024 – Present)

• Provided L1 technical support to internal users via phone, teams and yellow.ai chat boat, email, and ticketing systems.

• Diagnosed and resolved basic issues regarding software, web sites access and outlook and teams. Managed user accounts in Active Directory, including password resets.

• Basic supported for VPN, login issues, and remote connectivity problems. Escalated complex issues to L2/L3 teams while maintaining ownership until resolution.

• Finding issues worth for P1 and P2 creation and contacting L2/L3 teams and MIM team for issue resolution.

• Utilized ticketing systems to document and track Incidents,maintaining accurate records of service.

Maintained 95%+ customer satisfaction scores consistently.

SKILLS

• Incident & Service Request Management
• Windows / macOS Support
• Active Directory (password resets, resolving bit locker issues)
• Order plan, JDE and DSI application password resets
• Office 365 / Outlook Support
• Remote Support Tools (Teams and yellow.ai for chat, calling and
• screen sharing to resolve issues)
• Basic hardware & Network Troubleshooting
• Ticketing Systems (ServiceNow, End user portal)
• Basic troubleshooting in VPN, MFA, Printer & Network Issues
• Customer Service & Communication via calls

ACHIEVEMENTS

• Received Bravo award three times from past

2 year's for my good performance

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Telugu (Fluent)