

# Jammu Bharath Kumar

+91 7013550958 · bharathkumaradck@gmail.com

16-2-336,Kodalavari street, High school road, Jangareddigudem

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## PROFILE SUMMARY

Customer-centric technical support specialist with a knack for efficiently diagnosing and resolving software and network issues. Exceptional communication skills coupled with a commitment to staying updated on emerging technologies to ensure top-notch support delivery.

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## KEY COMPETENCIES

Linux

MS SQL

Service Now

Database

Jenkins

Git

Bitbucket

Maven

AWS

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## PROFESSIONAL EXPERIENCE

Wipro

May 2022 - Present

Administrator - L1

- **Installed and maintained SQL Server instances**, ensuring optimal performance and availability.
  - **Created logins** and assigned appropriate permissions to users and applications, following security best practices.
  - **Troubleshoot and resolved** complex database issues, leveraging performance monitoring tools and techniques to identify and mitigate performance bottlenecks.
  - **Tuned SQL Server instances** to optimize query performance and handle increased workloads, ensuring optimal application responsiveness.
  - **Documenting Issues and Resolutions:** Proficiently utilized the ServiceNow ticketing tool to thoroughly document IT issues and their resolutions, ensuring a systematic approach to incident management and problem resolution.
  - **Live Chat and Backlog Management:** Actively engaged in managing live chat tickets and consistently updated backlog tickets to maintain workflow efficiency and enhance customer satisfaction.
  - **Customer Communication:** Responded promptly to customer emails, ensuring timely communication and resolution of inquiries, while collaborating with shift leads for clarification on complex issues to provide accurate assistance.
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## EDUCATION & CERTIFICATIONS

**Bachelor of Science**

Majors: Computer Science

Aditya Degree College, Kakinada

**Devops Certification**

Certified by Frontlines Edu Private Limited (FLM) on completion of DevOps online course (2023)

## LINKDIN PROFILE

[www.linkedin.com/in/bharath-kumar-jammu](https://www.linkedin.com/in/bharath-kumar-jammu)

**Languages Known**

English

Telugu

Hindi