

Krishna Priyanka Uddisi

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Summary

Close to 3 years 4 months experience with Degree in B.Sc. Computer sciences Looking to contribute my knowledge and skills in institutes that offer a genuine opportunity for career progression.

Highlights

- Accept Challenges
- Work under pressure
- Ability to work as team
- Interpersonal skills
- Tele caller and Data entry
- Tuition Teacher
- Patience
- Confident
- Effective Communication skills
- Self-Motivated

Experience

May 2019 to 30 August 2020 date (Tata Consultancy Services, Hyderabad)

Currently Working in technical support role for Tata communications limited., Hyderabad. My Roles and responsibilities include-

First level Help desk taking calls, capturing tickets and monitor them through closure.

- *Generate Daily Activity Reports*
- *Resolving issues both from front-end and back-end using PL/SQL Database*
- *Resolve issues instantly on phone calls and via emails.*
- *Monitoring and prioritizing P1 ticket status through resolution*
- *Cutover activities such as sending tasks and reminders to users during deployments*
- *Periodic execution of tasks such as monitoring jobs and activities every 15 minutes using Quick View.*
- *Rebooting M6, SFDC, CED, LR, RCUBE systems on daily basis using Putty and sending out status to manager.*
- *Attending daily and month end bridge calls.*

May 2017-Apr 2019 (Apollo MedSkills, Vijayawada)

Worked as Office Assistant, Tele caller and Data Operator and I used ms office for all the details at Apollo MedSkills, Vijayawada -

Education

B.Sc Computer Science (2014-2017) – **70%** Adikavi Nannaya University
Intermediate (2012-2014) – **72%** Board of Intermediate
10th Standard (2012) – **82%** Board of Secondary Education