<u>**RESUME**</u>

CHITTI MANASA
(Associate Engineer at IT CONVERGENCE)
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To be able to work in a competitive environment where I my certified skills will be fully utilized best for the growth of the company. Ability to implement my skills in real life projects. Started my career at It Convergence as an Associate Engineer.

<u>EDUCATION QUALIFICATION:</u>

Master of Computer Applications:(2020-2022)

Aurora's PG College, Osmania University,

Percentage: 86.4

DEGREE: (2017-2020)

Prathibha Degree college, Kakatiya University

Bachelor of Science in MPCS, Percentage:82.2

INTERMEDIATE: (2015-2017)

Sri Gayathri Junior College

Percentage: 86 - MPC

10TH: (2014 –2015)

Sri Gayathri High School

CGPA: 7.7

Work Experience: (Nov 2022-April 2023)

Company: IT CONVERGENCE
Designation: Associate Engineer as Service Desk
Job location: Hyderabad

- Provides first level assistance for defined problems and escalated tickets as necessary.
- Usually work as a service desk and help desk we provide assistance to customers and as well as for internal users.
- Nagios is an open-source platform. It runs periodic checks on critical parameters of Applications, networks and servers. Issues automatically triggered to ServiceNow portal.
- Solving customer reported issues and internal tickets without breaching SLA's.

- Creating Incidents for internal users and cases for customers queries through ServiceNow portal.

- Worked with multiple clients at a time as HDFS, Getty, Riverbed, Brands, Advantest, Curvature, HHMI, Arco's dorados, Ultragenyx

- Acts as an Incident Management where we diagnose issues and finding the RCA and preventing escalation.

PROJECTS:

1. FAKE NEWS DETECTION USING MACHINE LEARNING (July 2022)

Domain: Java and Machine learning

News spread rapidly among millions of users within a very short period of time. To minimize the impact of increasing fake news we came across an idea of implementation, which can detect fake news and identify whether it is fake news or not.

2. TELECOM CONNECTION SYSTEM (September- 2022)

Domain: Python
The project entitled "Telecom connection system" deals with fully automated system used by the Telecom department.
Telecom industry is one of the major sectors, which provides so many services to their customers such as request for a new connection, change of number, billing etc.
Maintaining all these services manually is complicated process

The main objective of this project is to automate the services provided by telecom connection system, by which customer can use all the services online.

CERTIFICATIONS:

- Html and CSS certification from EDUCBA
- JAVA certificate of completion from EDUSERA
- Basics of Machine Learning Certificate of Completion from Great Learning Undergoing java full-stack training from GQT.

SKILLS:

- Communication
- Technical
- Time management and Leadership
- Problem Solving analytical skills

PROGRAMMING LANGUAGES:

- C, JAVA and Python
- HTML, CSS, JavaScript.
- SQL
- Manual testing
- Basics of Machine Learning
- MS- Word, MS-PowerPoint, MS-Excel

HOBBIES:

- Yoga, Listening to Music, Cooking

Declaration:

I hereby declare that the above-mentioned details are my genuine details.

Chitti Manasa