PRATHYUSHA KAMMAGONI

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## Objective

To build a successful and challenging career in the IT industry by utilizing existing skills and upgrading to the latest technologies and help organizations leverage the power of Virtualization and models of delivery for outsourcing technology services.

## Education

Bachelor of Engineering in Electronics and Communications Engineering,

Vaagdevi College of Engineering, Warangal, 2016.

## Work Experience

|  |  |  |
| --- | --- | --- |
| **Company** | **Duration** | **Designation** |
| IVY Software Development Services Private Ltd. | June 2022 to Present | Senior Engineer |
| ITC Infotech | Jan 2017 to Nov 2018 | Associate Engineer |
| 24/7 Customer PVT LTD | Nov 2018 to Dec 2019 | System Engineer |
| Teamware solutions | Jan 2021 to April 2022 | Support Engineer |

## Professional Experience

## IVY Software Development Services Private Ltd.

**Responsibilities:**

## Keep record of daily operations at the desk for tracking of customer needs, services rendered and for future reference.

## Collaborates with client almost daily to ensure delivery of services.

* Worked for both Coral and Ladbrokes Shops and acting as primary point of contact in giving remote support to customers by providing technical assistance.

## Handled a team working as an SME and created KB articles to make sure all service measures are met in accordance with Service Level Agreement (SLA).

## Handle and manage process & people escalations appropriately.

## Practice operational Excellence in day-to-day operations within team.

## Review queue management and ensures all requests are completed.

## Delegate specific service desk responsibilities to team members to create specialization and increase service.

## Acting as the Single point of contact in relation to Service desk assistance and IT related issues.

## Suggests process improvements and helps team implement their ideas.

## Responsible for ensuring all issues are appropriately dealt and assigned to the respective team members.

## Teamware Solutions -January 22nd, 2021 – Present, Working for Client (Microsoft)

**Responsibilities:**

* Identify, troubleshoot, and analyze Failover Cluster, Hyper-V, VSS, Backup, Clone and Recovery, MSDTC and MPIO related issues for End customers.
* Analyzing the events, logs and alert messages, finding the potential Issues.
* Preparing the environment and reproducing the issue on each Escalation raised by customer.
* Connecting Teams, Webex with customer and troubleshooting the Issues reported.
* Take ownership of client issues reported and see problems through to resolution.
* Research, diagnose, troubleshoot and identify solutions to resolve client issues.
* Provide prompt and accurate feedback to clients.
* Ensure proper recording and closure of all issues.
* Prepare accurate and timely reports.
* Manage crisis situations that may involve technically challenging situations.
* Maintain strong working knowledge of released products, take ownership of product improvements.
* Work directly with clients via phone, WebEx, log me, or Screen sharing and email to resolve technical issues and identify product defects.
* Responsible for handling customer queries / Issues through Voice (International) transactions.
* Documentation of Incidents on calls.
* Adhering to standard operating procedures required by the process and organization.
* Awareness of relevant service levels and meeting goals set by the project.

**| [24] 7.ai | Customer Pvt. Ltd : November 29 2018 to December 04 2019**

**Responsibilities:**

* Creation of NT ID's/Resetting them as per the process JIRA/SR/ Helpdesk.
* Providing folder and printer Access on Non-Production as per process / JIRA / SR.
* Providing production folder access to individual users and groups as per process / JIRA / SR.
* Removal of NT ID’s and attrition employees as per exit emails.
* Checking the Jira tickets and closing the tickets within the timeline.
* Taking care of all the Training rooms systems in working condition.
* Problem solving and troubleshooting on desktop hardware issues and other local systems issues.
* Doing audits regularly, performing pre-audit checks as and when required.
* Installing the software as per the client requirement during lean production hours.
* Maintenance of Desktop/laptop Inventory**.**
* Regularly checking on BIOS and Desktop hardening as and when required.
* Ensuring the Antivirus and definition patches are up to date in all the Desktops and Laptops.
* Monitoring the Nagios alerts and taking care by acknowledging and resolving the issues.
* Uploading the latest Desktop/Laptop images to servers and deploying them for desktops, laptops issues for all programs.
* Deploying and Configuring AVAYA and polycom devices.
* Ensuring the Antivirus and definition patches are up to date in all the Desktops and Laptops.
* Taking care of all the Training rooms systems in working condition.
* Installing and configuring the Android devices for Xibo application.
* Working on Monthly Datashare and SFTP folders cleanup.

## 

**ITC Infotech India Ltd : January 2017 to November 2018**

**Responsibilities:**

* Installing, configuring and managing Windows Server 2003/2008/2012/2016 Operating system.
* Streamlined replication of VM’s in the environment between DC and DR.
* Streamlined the ILO IP’s for all the physical servers in order to action rapidly during hardware failures.
* Performed the export and import of critical production servers in Hyper-V and other critical roles in Hyper-V.
* Migrate vm’s from one datacenter to another datacenter.
* Creation and management of CSV volumes from the attached storage.
* Creation of VM, making a template out of it, cloning the VM’s from SCVMM
* Performing live migrations by adding a cluster node in production environment in Failover Cluster.
* Monitoring the jobs and action when a warning or error is triggered from SCOM tool.
* Managed efficiently in both the Production and Disaster recovery locations with no unscheduled downtime.
* Working on Incidents and Requests within the SLA time.
* Implementing changes in the environment for business improvements and also if it is a requirement from client end by creating Change Requests.
* Performed monthly patching activity in order to make sure all the services are up to date.
* Constantly monitored the hardware resources and its performances and took necessary actions.
* Implementation of FSRM feature to secure the files from unknown extensions attack.
* Securing network resources with shared folder permissions, Implementing file security system.
* Work according to the ITIL process.
* Protecting the system from virus and malwares by installing Anti-virus software.
* Build and implement servers for customers as per request.

**Training Undergone**

Undergone three months training in **Infrastructure Management Services-Windows** from **HCL Talent Care.** In which training includes below

* Installing Windows 2008, 2008R2, 2012, 2012R2 Server, Win 7, Win 8, Win 10.
* User and Group Administration
* Configuration and Managing Active Directory Service (ADS)
* Supporting Active Directory with respect to Group Policy, OU creation, and account creation.
* Providing permissions and restricting the users by applying Group Policies.
* Installing and configuration of DNS, DHCP.
* Implementing the Backup Services
* Basic knowledge regarding NAGIOS tool.
* Basic knowledge on Azure and VMware.

**Technical Skills**

* Operating Systems: Windows server 2003, 2008/R2, 2012/R2,2016, 2019, 2022
* High Availability Solution: Failover Cluster Windows – 2008R2, 2012R2, 2016, 2019
* Monitoring Tool: SCOM
* Backup Tool: AVAMAR
* Ticketing Tool: Service Now, Remedy JIRA Service Desk
* System Installation, Configuration & Upgrading

# Personal details

**Full Name : Prathyusha Kammagoni**

**DOB : 12/12/1994**

**Blood Group : O positive**

**Marital status : Married**

**Nationality : Indian**

**Total experience in years : 4 Years**

**I hereby certify that the information above in total is true and accurate.**

***Regards***

***Prathyusha K***

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