

Gumpili Leela Sri Vallabha

-Technical Support Engineer

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Objective:

Motivated and detail-oriented IT graduate with foundational knowledge in technical support and customer service. Eager to contribute to a dynamic team and provide exceptional technical assistance to users. Seeking a Technical Support role to utilize and expand my skills in troubleshooting, problem-solving, and customer interaction.

Technical Skills:

- Operating Systems: Windows, Linux, macOS
- Networking: TCP/IP, DNS, DHCP, VPN, LAN/WAN
- Hardware: PC Assembly, Troubleshooting, Peripheral Devices
- Software: Microsoft Office Suite, Remote Desktop, Ticketing Systems
- Programming Languages: Python
- Database Management: SQL / MySQL

Soft Skills:

- Strong verbal and written communication skills
- Excellent problem-solving abilities
- Familiarity with help desk software and ticketing systems
- Ability to prioritize tasks and work efficiently under pressure
- Exceptional customer service skills
- Quick learner with a passion for technology

Relevant Experience:

Datacom Service Desk Job Simulation on Forage - May 2024

- Completed a job simulation involving IT support and incident management for Datacom's managed services team, honing skills in critical issue prioritisation and resolution in a high-stakes environment.
- Developed expertise in ITIL processes, specifically in categorising, logging, and escalating incidents, ensuring alignment with industry best practices for efficient service management.
- Enhanced problem-solving abilities by diagnosing and resolving a complex network outage issue, employing analytical thinking to assess impact and urgency across multiple client tickets.
- Strengthened communication skills by crafting empathetic and clear follow-up communications to affected users, demonstrating a commitment to maintaining customer satisfaction and trust during IT crises.

Projects:

Networking Device Configuration:

- Challenge: Configuring various networking devices to ensure seamless connectivity and optimal performance.
- Action: Developed configuration plans based on network requirements, including setting up routers, switches, firewalls, and access points. Implemented VLANs, QoS policies, and security protocols.
- Result: Successfully configured and maintained network infrastructure, resulting in improved network efficiency, reduced downtime, and enhanced security measures.

Home Network Setup and Troubleshooting:

- Challenge: Setting up and troubleshooting home networks to meet the needs of multiple users and devices.
- Action: Conducted site surveys to assess network requirements and limitations. Installed routers, modems, and wireless access points. Diagnosed and resolved connectivity issues, including signal interference and configuration errors.
- Result: Established reliable home networks for clients, enabling seamless internet access and device connectivity. Reduced troubleshooting time and improved customer satisfaction through effective problem-solving techniques.

MySQL Test Result Analysis:

- Utilized MySQL database management system to analyze and interpret public school test result scores efficiently.
- Organized and analyzed vast amounts of test result data to enable stakeholders to gain valuable insights.
- Facilitated informed decision-making and educational improvements through data-driven analysis.

Certifications:

- Service Desk Certificate by Datacom
- Data Analytics Essentials Certificate by Cisco.
- Data Visualisation Certificate by tata.
- Data Analytics and Visualization Certificate by Accenture North America.

Volunteer Experience:

Community Service Project on Electric Vehicles

Osmania College, Kurnool, Andhrapradesh

[01/08/2023] - [28/08/2023]

- Led data collection efforts within the community to gather insights on the usage and perceptions of electric vehicles.
- Utilized effective communication skills to engage with community members, explain the purpose of the project, and gather responses.
- Collaborated with project team members to analyze the data and extract meaningful insights.
- Prepared reports summarizing findings and recommendations, contributing to the project's overall objectives.
- Presented project outcomes to faculty and peers, showcasing the impact of community engagement in promoting sustainable transportation solutions.

Academic Profile:

- Bachelor of Science in Computers, Osmania College for Men, Kurnool, 2020-2023.
- Intermediate in MPC, Master Junior College, Kurnool, 2018-2020.
- Secondary School Certificate, Kasturi School of Excellence, Kurnool, 2017-2018.

Personal Profile:

Date of Birth: 5th October 2002

Languages: Proficient in English and Telugu Languages

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