

Abishek Kedarsethi

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EDUCATION

Andhra University
Bachelor of Science

Vizianagaram
Graduation Date: Jun 2022

SUMMARY

Worked as an infrastructure analyst for 2 years at DXC and an analytical thinker, adept in management, with excellent communication skills with specializing in Linux OS and platform services. I thrive in dynamic settings and excel in collaborative leadership and efficiently resolve a wide range of server issues and tickets, minimizing operational disruptions and adapt to flexible work hours, providing continuous support to maintain uninterrupted services. Achieved Microsoft Azure Fundamentals AZ-900 and Oracle cloud Fundamental Certifications.

WORK EXPERIENCE

DXC	Chennai, Tamil Nadu
Infrastructure Analyst	Aug 2022 - Aug 2024
<ul style="list-style-type: none">Delivered third-line support to departmental teams, resolving complex technical issues and reducing average resolution time by 30%.Contributed expertise to the implementation of new technologies, including cloud-based solutions, leading to a 15% improvement in infrastructure efficiency.Led Incident and Problem Management processes to reduce downtime and minimize impact on business operations, resulting in a 20% increase in system uptime.Resolved server issues and tickets within SLA, minimizing operational disruptions and ensuring smooth client services.Proactively monitored server performance, reducing high load scenarios by 75% and increasing system efficiency.Managed user access rights for 500+ clients, ensuring data integrity through vigilant server backup monitoring and regular audits.	

PROJECT EXPERIENCE

Platform as a Service (PaaS)	Chennai, Tamil Nadu
Infrastructure Analyst	Aug 2022 - Aug 2024
<ul style="list-style-type: none">Executed comprehensive analysis of client needs and preferences, resulting in a 15% increase in client satisfaction ratings across all accounts.Implemented innovative strategies for Linux OS optimization, leading to a 20% reduction in average response time for technical support tickets.Collaborated with cross-functional teams to streamline platform services delivery processes, resulting in a 30% increase in efficiency and productivity.Managed incident reporting and customer requests, achieving a 95% resolution rate within SLA timelines, resulting in high client satisfaction levels.Maintained uninterrupted services through flexible work hours, providing continuous support that led to a 20% decrease in downtime incidents.Analyzed and optimized server performance, reducing high load scenarios by 30% and ensuring system efficiency at all times.Led Incident and Problem Management processes to reduce downtime and minimize impact on business operations, resulting in a 20% increase in system uptime.	

LEADERSHIP EXPERIENCE

DXC

Shift Lead

- Monitored and managed 50+ daily incidents, assigning tasks to team members and conducting on-call duties for critical cases, resulting in a 20% decrease in response time.
- Observed and documented all activities during shifts, identifying patterns and trends to improve operational efficiency by 15%.
- Provided detailed hand-over reports to incoming shift leads, ensuring seamless transition of responsibilities and maintaining continuity of operations.

SKILLS & INTERESTS

Skills

- Specialized in Linux OS delivering support across various clients.
- Skilled in Microsoft Office for document creation, data management, and presentation design.
- Having a basic knowledge in SQL and HTML
- Strong problem-solving abilities to address and mitigate infrastructure-related challenges.
- Excellent communication and interpersonal skills, capable of translating complex technical concepts into understandable terms.
- Demonstrated ability to work collaboratively in a team environment and manage multiple priorities effectively.

Certifications

- Completed post-graduate diploma in computer application course and secured 82% (2019)
- Completed cloud certifications on Microsoft Azure (AZ900) and Oracle Foundation Associate.

