

Haritha Kintali

SENIOR SYSTEM ENGINEER

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SUMMARY

- Providing technical support to customers. Collaborated with internal teams to resolve complex issues.
- Provided 24*7 technical support for m1 network infrastructure and services
- Maintained accurate records
- Clearly identified problem or issue reported in ticket
- Implement the solution or fix the issue.manage the tickets to meet service level agreements target.
- Perform quality assurance on ticket solutions to ensure high quality work and continuous improvement
- I upgraded my skills in aws cloud and do many certifications in lex.

SKILLSET & TOOLSET

- AWS, terraform ,Linux, kubernetes,S3,VPC,EKS, IAM,RDS, Subnets
- Prometheus,Grafana,Sonarqube,nexus,Docler,maven,ansible,bash, Jenkins,GitHub,Java,helm

EDUCATION

ELECTRICAL AND ELECTRONICS ENGINEERING

Btech in GVPCEW secured 74.2% ranked top 10 in the batch

CERTIFICATIONS

Certified Kubernetes/Terraform

Infosys 2025-01-06

Certified Jenkins/Ansible

infosys 2025-01-06

Iac using Terraform

Infosys 2025-01-01

CloudOps and automating IT infrastructure

Infosys 2025-02-02

Kubernetes

Infosys 2025-01-21

Prometheus and Grafana

Infosys 2025-01-21

Containerization using Docker and ECS

Infosys 2024-07-01