

## CONTACT



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## OBJECTIVE

Seeking a position to utilize my skills on the computer industries that offers a professional growth while being resourceful, innovative and flexible. Willing to work as a key player in challenging and creative environment.

## EXPERIENCE

*2019 - Present*

### Infosys

System Engineer

Currently working with Infosys as System Engineer specialized in telco domain consulting. Working for Liberty Global Telecom client as an IT Analyst for enhancing and supporting it's CRM & derby stack applications.

Experience in CRM Application development and it's L2,L3 Support Operations.

Analyzing the incidents and providing workaround and code fixes required in CRM application.

Worked on permanent bug fixes by doing PBI analysis.

Implementation on different client requests via CRQ apart from Incidents/Problems reported.

Monitor the queues on Remedy and ensure the tickets are updated, SLA's are always met.

Reporting and client co-ordination to improvise the processes as well as speedy delivery of critical releases.

Workaround scripts using PLSQL.

Code fixes in Clarify tool and in ORACLE DB Packages, PROCEDURES, TRIGGERS etc.

Coordinates with different applications [Provisioning Systems, BILLING, OFF, PEAL,PEGA] to resolve end customer issues.

Apart from support Work in Clarify, experience in implementing forms in Angular.

Experience in developing Web Applications using MEAN.

## EDUCATION

*2015-2019*

### Kakatiya University

BTech - Information Technology

81%

*2013-2015*

### Chaitanya Junior College

Intermediate - MPC

96.5%

*2012-2013*

### ZPHS koyyalagudem

SSC

8.7 CGPA

## SKILLS

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CRM : Amdocs Clarify

Ticketing Tools: BMC Remedy Service Management

Tools: WinSCP, Putty

Reporting: Nagios

Database Languages : SQL,PLSQL

Web Development : HTML,CSS, Bootstrap, Javascript,MongoDB,Node,Express and Angular.

## ACHIEVEMENTS & AWARDS

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INSTA award -Q3 2020 for taking the analysis of issues to the next level with technical and functional capabilities and ensuring that daily incident backlog is cleared within SLA.

## CERTIFICATES

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SQL Certified Associate

Offered by Udemy