Naveen Kumar Bonthala

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**Professional Summary**

Dedicated IT professional with over 5 years of experience in application support, server administration, and system monitoring. Expertise in diagnosing and resolving critical application issues, optimizing server performance, and managing Azure environments. Skilled in incident and problem management, SSL certificate administration, user access provisioning, and proactive issue resolution. Proven ability to collaborate with cross-functional teams to ensure efficient operations and drive business continuity.

**Technical Skills**

* **Tools & Platforms:** Azure, Dynatrace, Windows IIS, Windows Active Directory, DevOps tools
* **IT Processes:** ITIL, Incident Management, Problem Management, Change Management, Major Incident Management.
* **Other Skills:** SSL Certificate Management, Application Monitoring, Server Health Checks.

**Professional Experience**

**Capgemini Pvt Ltd**

**Consultant** *Jan 2019 – Present*

*Project - Banner Health (2022 – Present)*

* Managed the end-to-end support for client internal web applications, ensuring uninterrupted operations and minimal downtime.
* Monitored system health and application performance using **Azure Portal**, addressing alerts by resetting services or escalating to relevant teams.
* Successfully updated SSL certificates across production servers, ensuring compliance and uninterrupted website functionality.
* Conducted regular server performance checks, offloading memory-intensive processes to backup servers to optimize performance.
* Handled high-severity incidents (P1 and P2) by collaborating with the DevOps team for root cause analysis and permanent fixes.
* Performed **access management** by adding users to Active Directory (AD) groups and provisioning roles for QA, UAT, and production environments.
* Led **monthly system maintenance activities**, including cleanup operations, health checks, and backup management to enhance overall system reliability.
* Automated routine tasks and jobs, reducing manual intervention and increasing operational efficiency.
* Coordinated with cross-functional teams to implement application updates and system patches with minimal service disruption.
* Regularly documented issues, solutions, and improvements to enhance team knowledge-sharing and streamline future troubleshooting.

*Project - Humana (2019 – 2022)*

* Resolved application issues related to historical data, data loads, and mismatches, ensuring accurate reporting for business users.
* Monitored automation bots, restarted or edited schedules as per business requirements, and ensured consistent process execution.
* Provided application access and user roles for QA and testing environments, resolving access issues with security and access management teams.
* Handled change requests and approvals for UAT, QA, and production environments, prioritizing based on risk and impact.
* Supported daily job monitoring using **Dynatrace**, identifying and resolving job failures proactively.

**Key Achievements**

* Reduced server downtime by implementing proactive monitoring and timely service resets.
* Enhanced application security and performance by managing SSL certificates and conducting periodic system maintenance.
* Streamlined access provisioning processes, improving response times for user requests.
* Optimized application uptime and performance through collaboration with DevOps and effective incident resolution.

**Education**

**Bachelor of Technology in Electronics and Communication Engineering**  
Brindavan Institute of Technology and Science, JNTU Anantapur | *2014 – 2018* | 65%

**Intermediate : MPC (Maths, Physics, Chemistry)**  
Master Junior College | *2012 – 2014* | 81%

**Certifications**

* Microsoft Certified: Azure Fundamentals – AZ 900
* ITIL Foundation Certification

**Languages**

* English (Fluent), Telugu (Fluent), Hindi (Proficient)