Contact

408-387-0170 (Home)
Navneet.garimella@walmart.com

www.linkedin.com/in/navneetgarimella (LinkedIn)
www.itguru.cloud/ (Portfolio)

Top Skills

Bootstrap
Video Editing
Editing

Languages

English (Professional Working)
Spanish (Elementary)
Punjabi (Limited Working)
Telugu (Full Professional)
Hindi (Full Professional)

Certifications

Google IT Professional Certificate
Learning SQL Programming
Introduction to Programming Using Python
ITIL Foundation

Navneet Garimella

@Walmart
Cupertino, California, United States

Summary

A Creative Support Professional with a record of increased responsibility. Proficient in prioritizing and completing tasks in a timely manner, yet flexible to multitask when necessary. Customer focused with diverse industry experience including recruiting. OnCall/OnField Tech, non profit and retail. Enjoy learning new programs and processes. A team player that is attentive to detail and able to work in a fast paced environment. Excellent oral and written communication skills.

Please Visit my website at: www.itguru.cloud

Experience

Walmart Global Tech
3 years 10 months

Data Scientist
October 2024 - Present (1 year)

As part of my ongoing growth at Walmart, I took on the added responsibility of serving as a Temporary Data Analyst alongside my role as a System Administrator. This transition began after I shadowed a senior data analyst, and was later nominated to step in and support the analytics function during her absence.

Key contributions and experiences:

Supported and enhanced Tableau dashboards used by managers and technicians across Tech Spot, focusing on KPIs such as first-call resolution, resolution time, and technician availability.

Applied SQL and Tableau to clean, join, and visualize data from multiple sources to generate actionable insights.

Managed KTLO (Keep the Lights On) reporting tasks while contributing to enhancement planning and dashboard automation.

Completed the Tableau Prep I (TTP101) certification and joined the Salesforce Tableau Community, gaining access to exclusive resources and learning circles with global analysts.

Leveraged strong analytical thinking, organization, and business communication skills to deliver clear, stakeholder-focused data narratives.

Began exploring AI-powered tools and techniques to improve data workflows and lay the foundation for a future transition into a data scientist or developer role.

Systems Administrator
October 2023 - Present (2 years)
Sunnyvale, California, United States

System Engineer
December 2021 - October 2023 (1 year 11 months)

Microsoft
Technical Program Manager
August 2021 - January 2022 (6 months)

SonicWall
Information System Engineer
March 2021 - August 2021 (6 months)
Milpitas, California, United States

Asia Society
Help Desk Support Engineer
October 2018 - March 2021 (2 years 6 months)
Greater New York City Area

Bloom Energy
Desktop Support Engineer
October 2017 - October 2018 (1 year 1 month)
Sunnyvale, CA

• Coordinated with both internal and external service providers to ensure satisfactory deployment of PC equipment & resources (Dell, Apple and HP).

• Performed password resets, break fix, printer support, network connectivity and VOIP troubleshooting.
• Develops and reviews simple SQL, scripts, stored procedures, and workflows for various reporting and data development projects
• Provided support to VPs and Directors.
• Certified and developed documentation for applications as needed to load client's workstation.
• Implemented WSUS/SCCM integration and created a monthly phased patching process.
• Updated job knowledge by tracking and understanding emerging practices and standards; participated in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations
• Help Users connect to network from Mobile devices, using MDM (Cisco Meraki)
• Resolved Customer issues in clear, courteous and detailed manner

Satellite Healthcare / WellBound
Active Directory Admin.
May 2017 - December 2017 (8 months)
Redwood City

• Created and maintained email addresses and distribution list
• Created/modified user account, security groups, and distribution list to protect company proprietary information.
• Handled user account transfers from one field site to another moving client data to servers, to ensure user accessibility.
• Maintained Microsoft Exchange e-mail accounts and public folder access Microsoft Exchange System Manager.
• Used a Remedy program to track ticket progress and enter updates to have on going record of case activity till resolution is reached and ticket is closed.

Compass Manufacturing Services
Information Technology Project Manager
August 2017 - October 2017 (3 months)
Fremont, CA

• Managed 10 helpdesk technicians and 430 installation technicians to ensure successful installations of P.O.S., servers, routers and other networking equipment.
• Developed and adjusted project schedule and timeline for 900+ scheduled installations. Adjusted project schedule to align with equipment shipments.

• Attended PMP preparation class and studied PMBOK guide.
• Supervised external technicians on security system projects and data center upgrade.
• Assisted in planning, conducting, and managing research and development work on projects of major complexity with the origination and application of new and best practices techniques.
• Collaborated with product and content experts, and built strong relationships with clients and internal departments.

Alarm.com
Technical Product Support Specialist
September 2016 - August 2017 (1 year)
Redwood City

iControl Networks acquired by Alarm.com.

• Look at each issue individually with a fresh eye, analyze logs, and learn how to interpret those logs.
• Case Management: Ensuring Incidents and Requests are managed following the ITIL framework.
• Provided a second level Technical Support to Tier 1/2 Accounts such as ADT, Telular, Bell Alliance, G2i, etc.
• Included troubleshooting customer related issue with IP Cameras, Touch Screens, Extenders, Z-Wave devices and issues with Apple and Android Aps.
• Administered Salesforce for Internal and External Accounts which includes creating new accounts/user, creating reports and licenses.
• Developed and deployed quality SQL codes, stored procedures, views, functions, triggers and jobs
• Took tech-calls and solved issued related to connectivity.
• Recommend and implement hardware and software purchases.
• Excel in asking probing questions and researching, analyzing and rectifying problems.
• Improved system performance by identifying problems, and resolving it.
• Identify bugs and issues in the environments, find solution or escalate it to engineering.

Jazz Pharmaceuticals
JR. PROJECT MANAGER
May 2016 - September 2016 (5 months)
Palo alto

• Provided support with the overall management and communication between workers, projects, and vendors.
• Prepared project performance reports, weekly project progression updates, and analyzed ranking report.
• Assisted the Project Manager in the administration of projects, including site supervision, coordinating with subcontractors and dealing with clients.
• In-dept. knowledge of JAMF Software Server Management and installation of MAC image from JSS
• Supported team management in execution of projects
• Ability to develop and maintain MAC support services

Fiber Internet Center
Jr. Tech - Intern
August 2015 - December 2015 (5 months)
Palo Alto, California

● Provided first-level tech support for Statewide ISP Infrastructure.
● Provided support during weekends and On-Call after hours.
● Supported customer like Microsoft, Stanford University, Google and AT&T.
● Responsible for maintaining network diagrams and updating blueprints by utilizing Microsoft Visio.
● Abided by all procedures and policies of the company to deliver excellent customer service.
● Supported network infrastructure for Primary and Secondary Data Centers.

Baseline Financial Services
Jr. System Admin
August 2014 - August 2015 (1 year 1 month)
San Jose, CA

● Managed ESXi hosts, virtual machines, networking, storage and operational support for the entire VMware vSphere
● Provide desktop and laptop support for system refresh project, supported users on setting up multiple network printers, managed hardware and software failure due to viruses, network cabling and termination and Punch down keystone jacks and patch boards
● Performed networking installations and maintenance on servers, workstations and printers

Technodrive Business Solutions Inc.
HR Associate
May 2013 - October 2014 (1 year 6 months)
Santa Clara, CA

Improved knowledge of sales and recruiting process including sourcing, interviewing, reference checking, tracking salary negotiations and closings.

Researched, documented and escalated cases to higher levels of support according to procedures.

Handled all IT technologies involving combination of complex skill sets and rare technologies, like BootStrap. Git and Maven.

Created databases and spreadsheets that improved inventory management and reporting accuracy.

Exceled in using job portals like Dice, TechFetch, Monster, Corp-Corp, Bench Folks and many others.

FreshiFilms
Teacher
September 2012 - May 2013 (9 months)

Designed and coordinated hands-on activities to enhance student's interactions and critical thinking skills.

Implemented a positive discipline plan, which promotes student responsibilities, problem solving skills and student accountability.

Evaluate each student's progress and adjust strategies accordingly.

Followed government laid moral and ethical rules and regulations as strictly as possible

Successfully utilized learning centers for Animation, Publications and Game Design.

KAXT Channel 1
Editing Manager
August 2010 - August 2011 (1 year 1 month)
Santa Clara, CA

- Coordinated with editorial team and supervised refreshing homepage content.
- Supervised global editorial team and team of freelancers
- Oversaw news coverage external competition and evaluated traffic patterns.
- Aided junior staff members and administered cross-vertical network packages.
- Corresponded with Chief Content Executive as well as proofed content as required.

Education

Capella University

Bachelor of Science - BS, Information Technology · (2021 - 2023)

De Anza College
Associate's degree, Network and System Administration/
Administrator · (2015 - 2016)

Academy of Art University
BFA, Motion Pictures and Television · (2011 - 2013)