Somayajula Surya Sridhar
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PROFESSIONAL EXPERTISE:

- ❖ 2+ Years experience in Incident management environment,and monitor AS400 servers.
- ❖ Maintaining awareness of all Critical Incidents and Service Requests.
- ❖ Prioritization and assign of all Incidents, Service Requests, Changes and Problems to the teams service Now queue.
- ❖ Proactively Monitor the Incidents Work load on priority basis to ensure that the service level agreement are respected.
- ❖ Work with other teams to identify improvement opportunities and ensure end-to-end success of the Incident Management process.
- ❖ Provides timely feedback to Upper level management.
- ❖ Working on assigning incidents to concern teams with proper documentation and with exceeding expectations on all tasked SLA Commitments.
- ❖ Work with AS400 servers related incidents by fetching message details for respective application teams.
- ❖ Create and improve standard operating procedures as-needed and in a required time.
- ❖ Ability to prioritize work based on delivery schedule.
- ❖ Ability to do Multi-task.
- ❖ Good communication skills and ability to communicate effectively with Team members at all levels.

ACADEMIC BACKGROUND:

- ➢ Bachelor of Technology(B.Tech) in Computer Science and Engineering from SCSVMV University, Kanchipuram, Tamilnadu, India.

Techinical Skills:

- Incident Management, Tools(Splunk, Nimsoft, Spectrum)
- Knowledge SIEM and QRadar Tool
- Basic Knowledge on Log analysis
- Knowledge on Routing and Switching
- Knowledge on Firewalls, DNS, IPS,IDS
- Knowledge on OSI Model

WORK EXPERIENCE:

Employer   :   HCL Technologies
Location   :   Noida
Designation   :   Analyst
Period   :   October 2019 to till date.

Key Responsibilities:

- ✓ Manage the Incidents on priority basis i.e., P1,P2, P3, P4 and provide workaround within the given SLA.

- ✓ Creating Incidents, Service Request and checking for alerts in Service Now.
- ✓ Runs the Bridge call for all Critical Incidents with all required teams and Stakeholder.
- ✓ Performing maker-Checker process for each request actioned.
- ✓ Monitoring the high priority tickets and acting accordingly.
- ✓ To ensure effective handling of high priority incidents and proper routing of incidents.
- ✓ Monitoring AS400 servers and reporting.
- ✓ Knowledge on IBM i-series and responsible for Message handling, Command line for AS400 servers.
- ✓ Making Reports for high priority Incidents on daily basis.
- ✓ Worked in 24*7 operational support.
- ✓ Good understanding on Incidents handling .

PERSONAL INFORMATION:

Fathers name   :   Somayajula Ramanadham
Date of Birth   :   16/08/1998
Gender   :   Male
Martial status   :   Unmarried
Nationality   :   INDIAN
Languages Known   :   English, Telugu and Hindi
Passport   :   Yes

Declaration:

I here by declare that the information provided above is true to the best of my knowledge.