

# Anilaja Gunupuru

E-mail: [g.anilaja3@gmail.com](mailto:g.anilaja3@gmail.com)

Contact No.: 9989841767

## CAREER OBJECTIVE

To seek a challenging position in a professional organization where I can enhance my skills and utilize them for the growth of the organization.

## BASIC ACADEMIC CREDENTIALS

Qualification	Board/University	Year	Percentage
B.Tech (CSE)	Jawaharlal Nehru Technological University	2010-2014	66%
Intermediate	Sri Chaitanya Junior College	2010	73.3%
High School	Bhashyam Public School	2008	83.5%

## EXPERIENCE SUMMARY

**Birlasoft**

**(From June 2, 2021 - Till Date)**

**Designation: Technical Lead**

### Roles and Responsibilities:

- Managing & Supervising a team with headcount of 10-15 members.
- Hiring and training technical personnel.
- Delegating work and assignments to team members.
- Collaborating with the team to identify and fix technical problems.
- Identify areas of improvement & guide the team through technical issues and challenges.
- Evaluating Performance and providing timely feedback through one-on-one sessions.
- Splunk Monitoring Lead, Major Incident Manager, Server Monitoring Lead.
- Project Management.
- Hands on experience on Electronic Payment Processing Information System for US Govt payment programs.
- Working on Linux/Unix for payment processing tasks.

**PAREXEL International Pvt Ltd.**

**(From December 26, 2016 - May 27, 2021)**

**Designation: IT Service Excellence Specialist 2**  
**IT Service Delivery**

## **Roles and Responsibilities:**

- Delivered and lead key metrics and tasks which improved and delivered stability for customers as well as leading best practice efforts within the same environments.
- Managing the IT Service Delivery Team
- Ensured appropriate documentation was in place for specific support requirements.
- Was the primary point of contact for escalations for abnormal and difficult situations.
- Ensured high customer satisfaction on all support related interactions by managing the team to the processes and standards outlined in Quality Management System.
- Improved relationship between Level 2 Help Desk and Level 3 Operations teams by holding weekly collaboration meetings resulting in cohesive team environment and improved customer satisfaction.
- Quarterly report publication and customer meetings to review SLAs/OLAs
- Updated Manuals; Tracked performance against agreed SLAs ; Performed personnel performances evaluations.
- Part of delivering internal and external trainings and a part of Quality team.

## **Previous Role Responsibilities:**

- To Manage Active Directory Domain Services.
- Creating the MIM (Major incident management tickets) globally and Prioritizing the ticket based on level of urgency by P1, P2, P3 & P4.
- Troubleshooting Office 365 issues which includes Outlook, OneDrive, Word, Excel, PowerPoint, OneNote, SharePoint, Microsoft Teams.
- To Resolve Frequent Account lockout issues on Windows server. To Manage Client Workstations in the Windows server.
- To Grant and revoke access of Specific software's to Client workstations.
- To Create New Mailboxes and Distribution Lists on Exchange server.
- To Grant and revoke access to specific Mailbox and distribution lists.
- Managing Mailbox and Distribution list from Client end.
- To Grant and Revoke access to Kennet and Boston desktops on Citrix server.
- Remote software deployment using SCCM (System Centre Configuration Manager)
- Troubleshoot the issues related to Server Operating System.
- Troubleshoot the issues related to desktop, laptops, printers, and Microsoft Office applications.
- Monitor customer's IT infrastructure, connectivity, and availability.
- Be aware of latest security threats and can quickly respond or recommend a course of action to IT management as threats arise.
- Ensures compliance across ITIL processes & Hands-on experience on Service Now tool.

Experience of 24 months in Infra Support that primarily focused on ensuring infra support to the Client (Ahlstrom).

**Designation: Associate Analyst**

#### **IT PROFICIENCY**

**Courses:**

- SharePoint 2010 Essential Training
- OneDrive for Business Essential Training (2016)
- IT Service Management Foundations: Problem Management
- Change Management Foundations (2016)

#### **INTERPERSONAL SKILL**

- Confident and Determined.
- Ability to cope up with different situations.
- A problem solver who enjoys a challenge and flexible to work.

#### **PERSONAL DETAILS**

- **Father's Name** : G. Chandra Shekar Rao
- **Date of Birth** : 11<sup>th</sup> May 1993
- **Language Known** : English, Telugu & Hindi
- **Permanent Address** : MIG 418, Flat C3, R K Residency, Road No. 4, KPHB Colony, Hyderabad - 500072

**Place:** Hyderabad

**G. ANILAJA**