

# SAIPRASAD MAHARANA

Contact No: +91-8093020803

Berhampur, Odisha

Email-Id: [saiprasadmaharana63@gmail.com](mailto:saiprasadmaharana63@gmail.com)

## Career Objective

Highly motivated and enthusiastic individual seeking a Technical position to utilize my skills and knowledge in web development and contribute to the success of an organization.

## Work Experience

### Trainee at Wipro Limited

(Mar 2022 to Mar 2023)

- 24 x 7 monitoring of Alerts / Events using Monitoring Tools.
- Create Tickets in Helpdesk system based on Alerts / Events coming from monitoring tools.
- Attend calls / requests coming via Softphone and email.
- Prioritize tickets based on incident priority, impact and urgency.
- Maintain response and resolution SLAs.
- Do proper follow up of all tickets and update stake holders about the status periodically.
- Escalate to senior engineers as per the impact and urgency of /incidents.
- Coordinate with service provider to fix carriage related link issues.
- Maintained Network Infrastructure monitoring tools and processes, including Solarwinds, Cisco Prime, Data Centre Expert, CA SOI, O365, Active directory and Splunk (ITSI).

## Educational Background

- M.Sc. with computer science specialized from Udayanath Autonomous College of Science and Technology in year 2022 with 74%.
- B.Sc. with computer science specialization from Berhampur University in year 2020 with 84%.
- Senior secondary passed from Kukudakhandi Sc. College in year 2017.
- High school passed from People's High School in year 2015.

## Technical Skills

- Proficiency in SQL and database management systems like Oracle, MySQL.
- Familiarity with programming languages like Python, and C.
- Excellent problem-solving skills and attention to detail.
- Effective communication and teamwork skills to collaborate with cross-functional teams.
- Willingness to learn and adapt to new technologies and tools.
- Proficiency in data analysis and reporting using tools like MS Excel.
- Knowledge of cloud technologies like Azure.
- Knowledge of network fundamentals, including network protocols and topologies.
- Excellent problem-solving and troubleshooting abilities.
- Good communication and collaboration skills.
- Attention to detail and ability to meet deadlines.

## Certifications

- Azure Fundamentals – AZ-900
- Azure AI Fundamentals – AI-900
- Azure Data Fundamentals – DP-900

### Strengths & Personal Qualities

- Hard-working.
- Attention to details.
- Ability to learn quickly and adopt any environments.
- Strong motivational and leadership skills.
- Teamwork
- Critical Thinking

### Extra-Curricular Activities & Hobbies

- Free time Teaching
- Participated in NCC(A)
- Participated in blood donation in our college.
- Listening Music.
- Playing Cricket & Badminton

### Personal Details

- Father's Name: Laxman Maharana
- Mother's Name: Sujata Maharana
- Date of birth: 22-02-1999
- Languages known: English, Hindi, and Odia
- Nationality: Indian
- Home Address: Madhabehera Street, Pitala, Ganjam, Odisha 761103

### Declaration

I hereby declare that all the information provided in the resume is in accordance with facts or truths to my knowledge.