**Sai Krishna Akkiraju**

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**ITIL V3 2011 Expert**

**PROFESSIONAL SYNOPSIS**

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| Offering around 4+ years of experience in **Data center, Desktop support**. Seeking a challenging position at which, I can utilize my skills in development and grow with the organization. Aim to be associated with a progressive organization that gives me the scope to share my knowledge and skills in accordance with the latest trends and be a part of team that dynamically works towards the growth and gives the satisfaction thereof | |
| **Proficiency Forte**  **Education** | * An Articulate Networking and Technical support professional with hands on experience in managing the spectrum of functions related to Network, Hardware Installation, configuration, Troubleshooting and administration of network. * Installation, Maintenance, Backup disaster recovery and troubleshooting * Proficient with LAN/MAN/WAN network implementations with excellent customer support, project management and implementation skills. * A strong working knowledge data center processes and design * Functional knowledge of network and network hardware * Hands on expertise of midrange systems in large scale (500+ servers) environments Cisco server hardware * Ability to document complex problem resolution summaries and repetitive tasks * Exceptional troubleshooting and problem resolution skills * Expertise with day-to-day datacenter operation tasks, including Rack/Stack, Network Switch /port configuration , KVM connectivity, Server Decommissioning, Server Labeling, OS installation as per the client requirements, HDD wiping using kill disk, fiber cable testing, crimping of cat 5e, cat 6 * Expertise with Data center incident resolution, asset management and logistics,. Escorting colo clients inside Datacenter, Providing access requests for clients to gain access in Datacenter. * Network Install, Configure and troubleshoot LANs. * Fluent in C, C++, C#, VB.Net, SQL Server. * Web Related Scripting Language: HTML, Java Script  1. **MSc , Computer Networks , Middlesex University, London, March 2012** 2. **Computer Science and Engineering ,** Aurora’s Scientific Technological and Research Academy – Hyderabad, India, March 2009 |

**Since August 2016 with Datapipe Managed IT Services, London**

* **Role** : **Server Support Engineer**
* **Company : Datapipe Managed IT Services, East India Dock, London**
* **Job Accountabilities :** To provide a range of services which revolve around the maintenance of datacenter equipment and processes. Offering technical support by performing system/network installation, configuration, and troubleshooting in order to ensure optimum operations.
* **Other relevant functions:**
* Analyze servers and network systems to identify and initiate repair of firmware issues
* monitoring system processes to ensure smooth operations
* Install and configure new equipment for data centers
* Evaluation of heating and cooling systems to ensure they are operational and meet equipment temperature conditions.
* Worked closely and configured **BROCADE VDX 8770 SWITCH Migration , ASA 5515,5525,5506 Firewalls, NETAPP storage devices.**
* Update network topology diagram after installing new components at a center.
* Protect company databases and infrastructure by setting up access controls, surveillance systems and other security measures to maintain the integrity of company information.
* Maintain proper record of work operations, events, and logs in order to produce concise reports to company management.
* Deploy setup and maintain enterprise grade hardware from various manufacturers (HP, Dell etc.)
* Monitor power system abnormalities.
* Perform operating systems install with different versions of windows, Linux
* Assist in the hardware Recertification process.
* Manager requests on ticketing system.
* Expertise with day-to-day datacenter operation tasks, including **Rack/Stack**, **Network Switch /port configuration , KVM connectivity, Server Decommissioning, Server Labeling, OS installation as per the client requirements, HDD wiping using killdisk, fiber cable testing, crimping of cat 5e, cat 6**

Behavioral Skills:

Innovation, Effective Communication, Client Focus, Managing Change, Execution Excellence, Build Collaborative Relations

**TRAININGS & CERTIFICATIONS**

* **Certified Data center professional** **(CDCP)**
* **ITIL V3 2011 Expert**
* **ISTQB Certified tester**
* **Technical training – Load Balancers, CCNA, Brocade, Switches ,ASA Firewalls.**

**PAST EXPERIENCES**

***Organization* : Zing Leisure Ltd, London.**

***Period* :** Mar 2013 – Aug 2016

***Role* : Server Support Engineer**

***Job Responsibilities:***

* Responsible for diagnosing & resolving hardware, software & end users problems.
* Acting as the first point of contact for all IT & technical queries
* Mounting of kits using slide rails
* Labeling of racks
* **Patch Panel and cabling management**
* Laying and testing of fibre optic cabling
* Laying, terminating and testing of copper Cat6 cables
* Involved in the rollout of software updates and patches.
* Investigate specialist and complex IT support issues
* Communicating with third party technical specialists.
* Configuring and managing backup & restore procedures
* Responsible for allocating work to junior staff and induction training for new

staff

* In-depth knowledge of Microsoft Windows client operating systems, & Microsoft

office.

***Organization* : ISS Consultancy Ltd, London**

***Period* :** Nov 2015 – Jul 2016

***Role* : System Analyst**

***Job Responsibilities:***

* Examine existing IT systems and business models.
* Analyze systems requirements.
* Undertake product development.
* Implement, configure and test feasible solutions

***Organization* : Middlesex University, London**

***Period* :** Jul 2012 – Mar 2013

***Role* : Graduate Developer**

***Job Responsibilities:***

* Involved in writing the coding of business logic in VB.Net
* Involved in writing SQL queries
* Testing and implementation of the project
* Developed different themes, CSS files and search criteria modules to maintain

university websites.

**PERSONAL PROFILE**

**Date of Birth :** 3rd August, 1988

**Present Address :** Plot No:74, Road No:6, Hasthinapuram, Nagarjuna Colony

Hyderabad.

**References** : Furnished upon request

**Sai Krishna Akkiraju**