

SALADI LAKSHMAN

Frontend Developer

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SUMMARY

Highly motivated and results-oriented Service Delivery professional with 2 years of experience. I bring a solid foundation in service desk support, incident management, and customer service, along with hands-on experience in frontend development. Committed to delivering exceptional results, I am dedicated to contributing my diverse skill set to the company's success.

EXPERIENCE

Analyst III Infrastructure Services

DXC Technology

📅 02/2022 - Present 📍 Hyderabad

Incident Coordination and Management

- Elevated project support at AT&T, meticulously monitoring tickets and facilitating agile resolutions through effective coordination with delivery teams.
- Championed operational excellence at AT&T by proactively monitoring tickets and ensuring swift acknowledgment from delivery teams.
- Applied SQL skills to analyze data, fetching and refining incident cases, and presenting detailed reports to support delivery teams.
- Utilized paging tools to engage onshore teams promptly for high-priority incidents.
- Implemented PowerShell scripting to automate the process of sending mails to respective delivery teams, reducing manual effort and enhancing efficiency.
- Played a pivotal role in advancing the infrastructure support paradigm for the AT&T project.
- Distinguished in chat support, Addressing client queries on incidents and changes with finesse and ensuring seamless communication with delivery teams.
- Handle and resolve incidents effectively within the organization. Promptly respond to incidents and coordinate with relevant teams Utilize My AOTS control panel tools for efficient incident management Reduced incident response and resolution times by 33%.
- To troubleshoot issues independently and cross collaborations with teams.
- Proactive monitoring of all the applications supported by the team.
- Research best practices, current trends and techniques and implement them accordingly.
- Ensure that all high-priority customer-impacting incidents are fully accountable and motivate internal DXC support teams to find and fix permanent issues to restore services quickly.

EDUCATION

B.SC-Bachelor's of Computer Science

BV Raju Institute of Technology

📅 06/2018 - 09/2021

SKILLS

Reactjs

Javascript

MaterialUI

Expressjs

Nodejs

MongoDB

GIT

CSS

ACHIEVEMENTS

Reduced Manual efforts in handling Incidents

Reduced Incident Response Time Implemented proactive measures and optimized incident management processes, resulting in a significant reduction in incident response time by 69%.

Improved Incident Documentation Revamped the incident documentation process, ensuring accurate and comprehensive incident records, facilitating faster incident resolution and enabling knowledge sharing among teams

STRENGTHS

Excellent communication and coordination abilities

Strong problem-solving skills

Proactive approach in optimizing user interfaces and enhancing user experience

Technical proficiency in frontend technologies such as HTML, CSS, JavaScript, and frameworks like React.

Analytical thinking for identifying patterns and trends in user interaction data

Customer-focused mindset for minimizing disruption to business operations

Analytical thinking for identifying patterns and trends in incident data