SALADI LAKSHMAN

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[Portfolio](#) ◇ [LinkedIn](#) ◇ [GitHub](#)

PROFESSIONAL SUMMARY

Accomplished professional with 3 years of experience in designing user-focused web applications and optimizing IT service operations. Proven expertise in frontend development and IT service management, with a demonstrated ability to streamline workflows, enhance user experiences, and drive operational efficiencies. Strong background in incident and change management, with a track record of elevating service standards and improving cross-functional team performance. Seeking an opportunity within a forward-thinking organization to apply my skills in delivering impactful digital solutions and advancing operational excellence.

SKILLS

Programming Languages	HTML, CSS, JavaScript, TypeScript, XML
Frameworks/Libraries	ReactJS, Tailwind CSS, Node.js, ExpressJS, Redux Toolkit, React Router
Developer Tools	Git, GitHub, Vite, NPM
IT Service Management	ITIL, ITSM, Incident Management, Change Management
Soft Skills	Collaboration, Problem-solving, Communication, Time-management

EXPERIENCE

DXC Technology | Service Management Analyst | Remote   **February 2022 - Present**

- Efficiently managed a high-volume AT&T account utilizing BMC Remedy, following ITIL principles and Agile methodologies to handle change requests, incidents, and service continuity while managing over 1,000 tickets per day.
- Applied SQL to analyze data, refining incident cases, and generated detailed reports using Power BI to support delivery teams with actionable insights.
- Excelled in chat support, addressing incident and change queries, troubleshooting issues, and collaborating with internal and external teams. Utilized Nagios for server health monitoring and PagerDuty for alert management.
- Ensured high-priority incidents were fully accountable, utilizing tools like ITSM and ITIL frameworks to involve internal support teams for quick resolutions, and applying Agile practices for continuous improvement.
- Implemented automation tools, including shell scripting, to streamline repetitive tasks such as tracking incident and change information in Excel, enhancing efficiency and reducing manual effort by automating data entry and reporting processes.

ACCOMPLISHMENTS

- Developed automation scripts using PowerShell to send incident reports to delivery teams, eliminating manual tasks and reducing human error, saving 132 hours of manual effort per month.
- Created a comprehensive document outlining rules for handling various incidents and change requests, reducing the need for complex customer chat interactions by 33%, improving response efficiency.
- Automated the ticket tracking process using Power Automate to address the challenge of manually updating ticket information, which was time-consuming and prone to human error. This solution saved 37 hours per month and significantly improved the accuracy and efficiency of updating ticket details

EDUCATION

Bachelor of Computer Science, Adikavi Nannaya University   2018 - 2021
CGPA - 7.62

CERTIFICATIONS

- Oracle Certified Foundations Associate - 2022