

# SALADI LAKSHMAN

9121357499 ◇ lakshmansaladi123@gmail.com ◇ Bhimavaram, Andhra Pradesh - 534269

[Personal-portfolio](#) ◇ [LinkedIn](#) ◇ [Github](#)

## OBJECTIVE

---

Results-driven professional with 3 years of experience in service delivery and frontend development. Skilled in React, JavaScript, Typescript and ITSM with a focus on optimizing performance and delivering client-centric solutions. Seeking a frontend developer role to build impactful web applications and enhance user experiences.

## EDUCATION

---

**Bachelor of Computer Science**, Adikavi Nannaya University 2018 - 2021

**Higher Secondary**, Aditya Junior College 2016 - 2018

## SKILLS

---

<b>Technical Languages</b>	HTML, CSS, Javascript, Typescript, XML,
<b>Frameworks and Libraries</b>	ReactJS, Tailwind CSS, Node.js, ExpressJS, Redux Toolkit, React Router
<b>Others</b>	Git, GitHub, Vite, ITIL, ITSM

## EXPERIENCE

---

**Service Delivery Coordinator** Feb 2022 - Present  
DXC Technology *Hyderabad, India*

- Efficiently managed a high-volume AT&T account utilizing BMC Remedy to handle change requests, while managing over 1,000 tickets per day generated from 3,900 service nodes, along with numerous user requests, including CTWs, change requests, and incidents, ensuring timely resolutions and maintaining service continuity.
- 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, involving internal support teams to resolve permanent issues quickly, utilizing tools such as MyAOTS for tracking and reporting incidents.

## PROJECTS

---

**Wildfire Tracker.** Developed a real-time wildfire tracking platform leveraging NASA's API to visualize global fire events on an interactive world map. Provided comprehensive details including location, last recorded time, and severity.

**Invoice Generator.** Streamlined invoice generation tool. Create professional invoices with customizable templates, track payments, and generate detailed reports. Save invoices as PDFs and share them effortlessly.

**AI Image Generator.** Built an AI Image Generator that creates images from text, with options to share and save them.

## ACCOMPLISHMENTS

---

- Developed a shell scripting automation process to send incident reports to delivery teams, eliminating manual tasks and reducing human error, saving 45 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.

## CERTIFICATIONS

---

- Oracle Certified Foundations Associate - 2022