Lakshman Saladi

Hyderabad India 500001

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WWW: https://github.com/saladilakshman

Professional Summary

Results-driven Service Delivery and Frontend Development professional with 3 years of experience. Proven track record in agile ticket resolution and operational support at DXC Technology for AT&T projects. Skilled in React, JavaScript, Git, and frontend libraries, alongside expertise in SQL, PowerShell, and IT infrastructure. Strong foundation in service desk support, incident management, and web development (HTML, CSS, Javascript). Dedicated to enhancing team efficiency and client satisfaction through innovative solutions.

Accomplishments

- **Automated incident reporting**: Developed a shell scripting automation process to send incident reports to delivery teams, eliminating manual tasks and reducing human error, ultimately saving significant time.
- **Optimized customer engagement**: 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.
- **Enhanced website performance**: Improved website load times by applying image optimization techniques using HTML, CSS, and JavaScript, resulting in a faster, more responsive user experience and better overall UX.

Skills

- JavaScript
- Tailwind-CSS
- Redux-Toolkit
- IT Infrastructure Management
- React-JS
- React-router
- Git

Work History

02/2022 to Current **Infrastructure Support Analyst**
DXC Technology – Hyderabad, India (Remote)

- Efficiently managed a high-volume account at AT&T, handling over 1,000 daily tickets generated from 3,900 service nodes, along with numerous user requests, including CTWs, change requests, and incidents, ensuring timely resolutions and maintaining service continuity.
- Elevated project support at AT&T by proactively monitoring tickets, facilitating agile resolutions, and ensuring swift acknowledgment from delivery teams to maintain operational excellence.
- Applied SQL skills to analyze data, fetching and refining incident cases, and presenting detailed reports to support delivery teams.
- Distinguished in chat support, addressing client queries on incidents and

changes with finesse while troubleshooting issues independently and collaborating effectively with internal and external teams.

- Proactively monitored all the applications supported by the team, researched best practices, current trends, and techniques, and implemented them accordingly.
- Ensured that all high-priority customer-impacting incidents were fully accountable and motivated internal DXC support teams to find and fix permanent issues to restore services quickly.

EDUCATION

09/2022   **Bachelor of Science**: **Computer Science**
BVRaju College - Bhimavaram, India
- 7.96 CGPA

CERTIFICATIONS

Oracle Certified Foundations Associate - 2022