**ANUSHA GAJJELA**

Email: [anushagajjela97@gmail.com](mailto:anushagajjela97@gmail.com) Mobile: +91 9133563211

**PROFESSIONAL SUMMARY:**

* **Technical Support Engineer** with 7+ years of experience in IT support.
* Worked gradually from Service desk to Application support and maintenance.
* Good knowledge of ITIL standards & SDLC Process.
* Expensive knowledge in Incident, Change & User managements.
* Ability to work in a diverse team fast paced dynamic environment and handle multiple work packages independently.
* Quick learner, always willing to work in a challenging and cross-platform environment adapting new technologies.
* Core competencies include:

Application Support & Maintenance, PMO, Reporting, Incident management, Change management, and User management.

**SKILLS:**

* **Technology:** SharePoint 2010 administration, Microsoft SharePoint
* **Platform:** Windows, Linux
* **Database:** SQL, Oracle
* **Tools:** HP Service center, Service Manager Production, SQL server management studio, OSqlEdit, TOAD for Oracle, Windows Scheduler, UC4 Scheduler, Active Directory, Lime Survey, Survey Monkey.

**WORK EXPERIENCE:**

**Organization: Tech Mahindra Limited, Hyderabad** (September-8, 2016 – Present)

**Role:** Software Engineer

**Projects:**

**Pfizer** Client is a global leader in the development, production, marketing and sales of innovative healthcare products. They provide drugs that cover a wide range of disease categories.

1. **Pfizer EOSL- VOC:**

EOSL VOC project was an Application and Database migration project where the data had been migrating from US servers to Singapore servers. After the migration, Testing has been done on various applications and databases to make sure that they are working well in the new servers.

**Roles and Responsibilities:**

* Data migration from windows servers 2008 to 2012.
* Executed the batch files and written the test cases as proof of evidence.
* Collaborated with various teams and vendors to understand the requirements of the application in a better way.
* Executed Jobs and Job plans based on requirements and raised concern whenever encountered.
* Held Knowledge transfer session for other vendors for the project to help them understand the application in a better way.
* Involved in the issue resolving during the project outage.
* After successful completion of the project, I have supported the project for the period of 3 months for resolving the issues.

**Technologies Used:** SQL server management studio, OSqlEdit, windows scheduler,

UC4 Scheduler.

1. **PfizerPRO Service Delivery:**

PfizerPRO Service Delivery is a system related to incident management and change management where the end users or the service providers/vendors send the requests relating to their queries through Service center or email.

**Roles and Responsibilities:**

* Application support and maintenance as level 1 & 2 support engineer using incident management and change management.
* Performing end-to-end incident management and timely User Service/ Infrastructure restoration and technical troubleshooting.
* Reviewing and approving the change as Change Manager. Communicate the business impact of the change, application affected and relevant details and provide change notifications (planned/unplanned) to Application/Business owners.
* Escalating and working together with onsite and offshore team members and other service providers/vendors involved within complex IT systems environment ensuring that the SLA’s are not missed.
* Maintaining the quality of work by generating the reports on a weekly and monthly basis.

**Technologies Used:** HP Service center 6.2.8, Service Manager Production, SharePoint 2010 administration, Microsoft SharePoint.

**3. Pfizer Regular tasks.**

Pfizer regular tasks include the daily activities related to the questionnaire, user management and other data extraction tasks.

**Roles and Responsibilities:**

* Adding, modifying and deleting the users from the database.
* Data extraction from the database for customer-related queries.
* Creation, modification and deletion of questionnaires.

**Technologies Used:** Toad for Oracle, OSqlEdit, Putty configuration using Linux, SQL

server management studio, Active Directory, Lime Survey, Survey Monkey.

**EDUCATION:**

* MBA HR from Osmania University with an aggregate of 64% in 2019.
* BSC Computer Science from Osmania University with an aggregate of 69% in 2016.
* Intermediate from Board of Intermediate Education, AP with an aggregate of 71% in 2013.
* Class X from Board of ICSE with an aggregate of 70% in 2011.

**ACHIEVEMENTS:**

* Received **Acer Award** twice for consistently delivering exceptional work and delighting customers with no SLA Missed.
* Received the **Bravo Award** twice for consistently improving my skills and successfully completing the tickets or tasks within the SLA.
* Received **On Time Every Time** Badge for the learning credits.

**PERSONAL DETAILS:**

Name : Anusha Gajjela  
Father Name : Chandra Shekar Reddy Gajjela  
Date of Birth : 6th March 1997

Languages Known : English & Telugu  
Address : Hyderabad

**DECLARATION:**

I hereby declare that the information furnished is true to the best of my knowledge and I can authenticate my achievements.  
Place: Hyderabad (Anusha Gajjela) 