

Vamsi Yenuga

Vamsiyenuga1996@gmail.com • +61 (0) 434 622 576 • www.linkedin.com/in/vamsi-yenuga-3114b5169/ Ballarat, VIC.

IT Support Analyst(L2\L3)

Tech-savvy professional with master's degree in information technology pursuing career in MITS, leveraging talents in troubleshooting network resources and evaluating technical alternatives to increase system performance.

Knowledgeable in configuring and installing multiple network devices and services such as Cisco routers, switches, and LAN/WAN networks and proficient in qualifying, integrating, troubleshooting, and upgrading hardware, software, and networks. Conducts root cause analysis, testing vulnerabilities, and hardening business-critical systems.

With exceptional interpersonal and communication skills, communicates complex technical information to non-technical users and stakeholders at all levels and collaborates well to achieve organisation goals.

Areas of Expertise

Network Engineering | Help Desk Support | System Planning & Analysis | Technical Troubleshooting

Technical Support | System Deployment & Management | Web Server Administration | Superior Customer Service

Relationship Building | Effective Communication | Cross-team Collaboration | Data Analysis | Problems & Issue Resolution

Technical Profile

Service Now, Jira, soap UI, Selenium, Post Man, Virtual Servers, Hyper-V, MDM, AZURE AD, Citrix, and Putty

Career Experience

 Shell	September 2025 to Present
Senior IT Support Analyst OSS	

Managed IT assets across the organization, provided end-user support for applications, mobile connectivity issues and hardware-related issues, and ensured smooth operation of meeting room AV systems. Generated ServiceNow reports to monitor incidents and performance, built and deployed Windows and iOS images, and coordinated with vendors to resolve technical issues efficiently.

Key Achievements:

- Supported and troubleshooted network connectivity issues, ensuring stable and secure access for users.
- Triaged, investigated, and resolved incidents and service requests within agreed service levels.
- Implemented and managed network security measures, including firewalls, password policies, and access controls.
- Maintained accurate hardware inventory records, overseeing asset documentation and lifecycle management.
- Delivered end-user technical support, incident resolution, OS configuration Windows and MAC.
- Administered user applications via Intelligent Hub, managed asset records and user profile group policies through Windows Connect(MDM), and maintained AD authentication/security.
- Supported and troubleshooted network connectivity, performed cabling and switch configurations, and implemented network security (firewalls, access controls, DNS/protocols).
- Provided advanced Windows OS (client/server) and iOS support, along with cloud-based services and enterprise applications.
- Authored documentation, guided Service Desk teams, and contributed to infrastructure stability with L2/L3-level troubleshooting expertise.
- Implement and manage network security measures, protect network with systems like firewall and password protection and experienced with Microsoft 365, Microsoft Azure, SharePoint, Exchange, and Teams.

Streamlined networking activities by operating virtual servers and checking the network connections in the server room and checking the updates of the software's, address user tickets regarding the hardware, software and networking. Providing 2nd/3rd Level Technical support.

Key Achievements:

- Efficiently resolved technical issues and provided support to end-users, ensuring minimal downtime SLAs and maximum productivity. Providing analytical and technical support for enterprise applications, primarily ServiceNow.
- Provide technical support and troubleshooting for network-related problems, assisting users with connectivity issues and ensuring minimal downtime.
- Create comprehensive documentation to enable self-service resolution by customers and Service Desk teams
- Respond, triage, investigate, and resolve incidents and service requests within defined service levels.
- Implement and manage network security measures, protect network with systems like firewall and password protection and experienced with Microsoft 365, Microsoft Azure, SharePoint, Exchange, and Teams.
- Maintained accurate inventory of hardware assets, ensuring proper documentation and lifecycle management.
- Applied operating systems concepts, including Active Directory and security protocols.
- Utilized networking concepts like DNS, protocols, and devices.
- Demonstrated strong knowledge of Windows OS, client and server systems, and cloud services.

Delivers proactive support to 60-70 customers on daily basis to meet and exceed customers need. Provides technical support to customer in recovering hacked customer account by monitoring bank registered devices in software, checking unknown devices, and issuing new customer ID and Banking password. Ensures data integrity and accuracy by processing data requests and utilising multiple computer systems.

Key Achievements:

- Maximised customer satisfaction rates by 100% by addressing incoming queries and processing inbound mail.
- Improved customers experience by identifying, analysing, and meeting needs.

Formulated test scenarios and cases, conducted manual execution of test cases, and prepared test conditions/cases as per the specifications to ensure seamless working of software.

Key Highlights:

- Led manual test case execution, including system testing, integration testing, and regression testing to provide report on system performance.
- Leveraged Selenium Web driver to conduct automation testing while performing back-end testing with SQL queries.

IT Projects

Patient Management Using RFID | Capstone Project

Monitored patient information, diagnosis prescription, and encounters within health care organizations by leveraging RFID Tags. Analysed hospital equipment needed for patient while supporting patient in ambulance using RFID Tags. Led effective integration with Computer based medical record file tracking application system and monitored patient medical record file.

Self Defensing Security System for Human

Delivered improved information system security by using EMBEDDED technology. Protected system from threats by identifying condition of security breach and delivering security plans while using Arduino uno.

Education

Master's in information technology | Victorian Institute of Technology, Melbourne, Australia

2021

Gained in-depth knowledge of networks and software design, web programming, computer forensics, and information technology management. Demonstrated understanding of computer software and systems to design and repair software for corporations and businesses.

Key Coursework:

Wireless Networks/Communication | Database Systems | IT Security | IT Project Management | Enterprise Resource Planning | Software Engineering & Quality, Change Management/Testing | Knowledge management | Enterprise systems | Advance Research Topics in Information technology | Business Analytics | Intelligent System for Analytics.

Bachelor of Engineering (B.E) in Electronics and Communication | MIC College of Technology, India

2014 – 2018

Key Coursework:

Network Analysis | Data Structures | Signals/Systems | EM Waves/Transmission Lines | Analog Communications | Control Systems | Digital System Design | Antenna & Wave Propagation | Lica lab Microprocessor & Microcontroller | Digital Signal Processing | Digital Communications | VLSI design | Computer Networks | Radar Systems

Certifications

Jira Fundamentals – Atlassian University | September 2021

Confluence Fundamentals – Atlassian University | September 2021

Q Test Specialist – Tricentis | September 2021

Google IT Support Professional Certificate | 2022 |