**Sravani Koduru**

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**Professional Summary:**

* Having 2 years 3 months of experience as SYSTEM ENGINEER.
* Extensive knowledge on monitoring tools like BPPM ,SCOM, NNMi, Foglight and cloud based tools
* Having 4 months of experience in manual testing on web applications
* A regulated team player with problem solving skills

**Software Exposure:**

**Monitoring:**

* Hands on experience on using tools like BPPM,HP.NNMI, FOGLIGHT,SCOM
* Performing trouble shooting steps as per SOP
* Escalating the relevant ticket to the team for the resolution
* Following up the ticket status and updating it in the tool for tracking.
* Coordination with team members for improvement of the process
* Improving and reducing process by giving Service implementation plan (SIP).

**Networking:**

* Networking, DB, Applications and Servers for availability, capacity and performance.
* Incident recording, Validation and Qualification
* Bridge opening/handling and coordination with Service Owners and stakeholders as per the list provided

**Professional Experience:**

* Worked as **System Engineer** in **Tata Consultancy Services** fromSeptember 2015 to December 2017

**Technical Skills:**

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| --- | --- |
| Ticketing Tool | BPPM |
| Tools | SCOM, NNMI,TWS,CISCO Prime |
| Languages | C, python |
| Database | SQL |
| Operating Systems  Test Management tool | Window Xp,7 & 10  HP-QC(10.0) & JIRA |

**Project:**

Client : PWC.

Domain : Networking Operations & Manual Testing

Duration : May 2015 to Dec 2017

Defect Tracking Tool : Jira

Tools : SCOM, NNMI, BPPM, FOGLIGHT

**Description:**

PricewaterhouseCoopers is a multinational professional services network headquartered in London, United Kingdom. It is the second largest professional services firm in the world, also one of the Big Four auditors.

**Roles and Responsibilities:**

* Participated in designing Test Cases and Test Scenarios.
* Execution of Test Cases, logging and tracking the defects
* Login in to SCOM Tools and checking server status.
* Login in to NNMi Tool and checking server status.
* Power outage and Network Outage in LAN, Brazil Locations.

**Academics:**

* B.Tech from JNTU University, KAKINADA

**Personal Profile:**

Date of Birth : 21st May 1994

Marital Status : Married

Nationality : Indian

Languages Known : English, Telugu and Hindi

Passport : Yes

**Declaration**

I hereby declare that all the information specified above is true and I take sole responsibility for the data provided in this document.