SREERAM GUMMA

Versatile IT Expert Driving Innovation and Efficiency

CONTACT

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PROFILE SUMMARY

Business Administration student specializing in Project Management with hands-on experience in IT support, DevOps workflows, and agile practices. Proficient at using Azure DevOps to manage CI/CD pipelines, repositories, and project boards. Proficient in Git, Docker, and Jenkins, with a strong foundation in cloud platforms (AWS, Azure) and virtualization concepts. Delivered L1 support during MyPath and Brightspace transitions, resolving technical issues and improving system usability. Proven leadership as Vice President of the YUPM Guild, skilled in stakeholder communication, conflict resolution, and team coordination. Currently serving as a Research Assistant, applying data-driven analysis and project tracking methods. Known for bridging IT and business operations through technical proficiency, multitasking, and collaboration.

EDUCATION

2023 - 2026

YORKVILLE UNIVERSITY

Bachelor in Business Adminstration in Project Mangament

- CGPA: 3.6 / 4.30
- Vice President of Project Management Guild

SKILLS

- Project Management
- Virtualization
- Version Control: Git & Git hub
- Service Models: IaaS, SaaS, PaaS
- Cloud Platforms: AWS(EC2, IAM), Azure (basics)
- Operating Systems: Linux(Ubuntu, Red hat), Windows
- IT Support & Systems: LMS, SIS
- JIRA, MS Office
- Customer Relationship Management
- Soft Skills: Leadership, Troubleshooting, Communication, Team collaboration

CERTIFICATIONS

Scrum for Ops and DevOps Fundamentals Certified (SODFC)	2025
Introduction to JIRA	2024
Scrum Fundementals	2024

WORK EXPERIENCE

Research Assistant — Yorkville University
2025 - PRESENT

- Analyzed project data and transcripts to support academic research.
- Applied project management tools to meet key milestones and streamline documentation.
- Applied project management methodologies to track progress, manage timelines, and achieve research milestones.

IT Student Support Ambassador — Yorkville University
2024 - 2025

- Delivered the Student Information System (SIS) project & Learning Management Systems (LMS), ensuring smooth institutional implementation.
- Provided L1 technical support in the LMS (Brightspace) and SIS (My Path) transitions.
- Reduced ticket response times by 25% with 95% first-contact resolution by following SLA policy.
- Collaborated with ERP, Infrastructure, and ITS teams to enhance processes.
- Supported 200+ students and utilized CRM tools like Fresh Chat and Fresh Service to escalate issues efficiently.

Retail Sales Associate — Toronto Blue Jays
2024 - PRESENT

- Delivered customer service to 1,000+ fans per game, increasing positive feedback.
- Managed merchandise and improved sales efficiency by 15% during peak events.
- Operated POS systems with 99% accuracy, ensuring transaction security.