CURRICULLUM VITAE

K.SRIKANTH

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**Professional Summary:**

* Overall, 6.5 years of IT experience in implementing, configuring, Cisco Unified communications call manager and Avaya Unified Communications.
* Good Experience on Agile Kanban board for project management to help visualize work, track the task status.
* Good knowledge on management of source codes using Git hub central repository.
* Experience on Power BI Desktop tool for creating insights and reports and good understanding on contact center call data analysis and reporting.

**Industry Exposure:**

* Experience in Banking, Financial Services, and Insurance (BFSI) domains
* Good understanding of large enterprises infrastructure in organizations and business needs.
* Good Experience on Agile Kanban board for project management to help visualize work, track the task status.
* Experience working with application Monitoring/Alerting Tools (MTRPS).
* Good Experience on using Putty, WinSCP, FileZilla for File transfer.
* Understanding source code management tool Git hub central repository
* Understating of Database Concepts, SQL Queries and Database Performance.
* Good understanding on snowflake cloud data warehouse and its architecture.

**Employment Experience Details**

* Senior Specialist at HCL Technologies Bangalore from June 2021 to till.
* Systems operations Analyst in Wells Fargo India Solutions Pvt Ltd, Bangalore from October 2017 to June 2021.
* ITO Service Delivery Consultant at DXC technology (Merger of CSC and Hewlett Packard), Bangalore from October 2015 to September 2017.

Support engineer at Hewlett Packard Enterprises India solutions, Bangalore under the payroll of Magna info tech (division Of Quess Corp Limited) from May 2015 to October 2015.

**Employment #3**

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| **Company** | HCL Technologies |
| **Client** | Munich Re |
| **Environment** | Microsoft Teams Rooms Premium Services (MTRPS) |
| **Duration** | June 2021 to till |

**Project Summary**

Smart meeting room (SMR) Delivers the full lifecycle management of one.touch.join meeting rooms. Service is provided globally, it includes rooms operations, central and local support for meeting room as well incident support.

**Area of Responsibilities**

* SMR global team monitor issues and instances through MTRPS portal.
* Responsible to open incidents in ServiceNow and routing the incidents to respective groups and teams
* Mission critical rooms need to be prioritized & to be assigned to executive team.
* Responsible to create direct ticket with Microsoft team for the resolution from the MTRPS portal.
* Responsible for the incidents opened and the status to be tracked.
* Responsible to create insights and reports using Power BI by importing the data sheets into Power BI tool.

**Employment #2**

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| **Company** | Wells Fargo India Solution Pvt.Ltd |
| **Environment** | Cisco UCCM, Excel, Python, Agile Kanban board |
| **Duration** | October 2017 to June 2021 |

**Company Profile**: Wells Fargo Enterprise Global Services (EGS) is a critical component of the Wells Fargo’s (Wells Fargo Bank N.A.) strategy to leverage distinct advantages in doing business in a global environment. Wells Fargo EGS - India (Wells Fargo India Solutions Private Limited and Wells Fargo International Services Private Limited) is primarily an extension of the technology, operations, knowledge services, and corporate support teams of Wells Fargo. It engages in application development and support, testing, other technology functions, international operations, knowledge support, middle and back-end banking process solutions for a wide spectrum of Wells Fargo’s needs. The entities currently have a 15000+ strong team across their offices in Hyderabad, Bengaluru, and Chennai.

**Projects:**  Backend Network Voice Support during daily operations at Wells Fargo Bank by working on the following projects

**Project #1 - IPT Voice Project (Cisco Voice Engineering)**

**Project summary**

Responsible for upgrading the Cisco Unified Communication Products Call Manager, Unity and Emergency responder to the recommended version to remediate the vulnerabilities. And performing the Voice Engineering Tasks responsibilities.

**Area of Responsibilities:**

* Cisco CIMC up gradation and ESXI patching

Upgrade the ESXi and Cisco Integrated Management Controller (CIMC) for cluster to remediate the bugs and vulnerabilities in code to manage the servers under compliance.

* Cisco Voice servers, Cisco Unity and CER up gradation

Upgrading the Cisco Voice Servers to the recommended versions and cop files to remediate the bugs and vulnerabilities in code to manage the servers under compliance.

* Create new SIP trunk in call Manager to test the routing and to complete pre requirements as part of the CME site Migration to the Cisco Call Manger.
* Configuring Extension Mobility profiles and associating to the End User which is synced with LDAP for employees within the Wells Fargo EGS.
* Handling the Cisco IP Phone firmware upgrade for various phone models.
* Monitoring RTMT tool and performing checks for phone summary and device summary for registered phones, alerts suppression from RTMT during the scheduled change.
* Creating the new users and voicemail profile for the users by BAT upload.
* Removing the un-registered phones from CUCM by BAT upload.
* Backup and Restoration of Cisco Call Manager.
* Installing and configuring of Cisco IP Phones and Cisco Jabber.
* Updating the settings and configuration in Cisco call manger, Unity and CER as per the Wells Fargo Standardization**.**
* Creating a Change requests for the assigned task to get the approval from all the managers and supporting for the approved maintenance window to perform the task.

**Project #2**

**Dealer Services (Avaya Unified communications vulnerability management and Implementation)**

**Project summary:**

* Responsible for tracking the Avaya security advisories and identifying the CVE affected products and opening the Patch action forms for internal tracking and notifying to the team and management about the affected vulnerabilities of various installed Avaya Products.
* Daily tracking the Avaya support site for new released SW/FWs to install RPM packages on Avaya products

(System platform, CM, AEP, AES, Avaya Aura Messaging) to remediate risk of affected CVE’s.

**Area of Responsibilities:**

* Handling the responsibility of taking the backup and performing the scheduled reboots of Avaya products AES, CM, System platform, Avaya Aura Messaging.
* Responsible for handling the password changes on CM & System Platform and Media gateways as a part of the Password Management.
* Client Management - Key contact for new releases for Avaya products. Monitors and responds to internal service request processes.
* Creating a change request for the projects to install new patches to mitigate the security risk for the affected Avaya products.
* Monitoring the system status, performing daily health checks and verifying alarms for servers.
* Monitoring and troubleshooting identified alarms and errors on CM, Major and Minor alarms.
* Performing patch upgrades on CC products (AEP, AES). Handling the CMS backup and verifying the reports.

**Employment #1**

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| **Company** | DXC. technology |
| **Client** | Avaya |
| **Environment** | Network Voice Unified Communications |
| **Duration** | October 2015 to September 2017 |

Under the payroll of Magna Infotech worked for DXC. Technology (Merger of CSC and Hewlett Packard Enterprises) for client Avaya from May 2015 to October 2015.

**Project Summary:**

Managing and upgrading the Avaya UC Products like Communication manager, System platform, AES patching, System manager, Session manager, Media gateways and TN circuit pack firmware upgrade for various customers during the contract period.

**Area of Responsibilities:**

* Monitoring the system status, performing daily health checks, and verifying alarms for servers.
* Performing patch and server upgrades on UC products
* Performing schedule reboots on Avaya System platform, CM, AAM, and AES as per recommendations
* Upgrading CM, MG, MM, System platform, SM, SMGR, TN Packs, and AES
* Customer Management - Key technical contact for new releases for customers. Monitors and responds to internal service requests and work orders.
* Managing all kinds of TN Circuit Packs cards including IPSI, CLAN, Media Processor and DS1cards.
* Upgrading various Media servers, Media gateways, TN Circuit packs and IP phones.
* Handling the backup maintenance of AES, Communication Manager, System platform, MG, SMGR.
* Adding media-gateways to the Communication manager
* Adding SIP users, entities, and entity links in system manager
* Health checks and Capacity on UC products.
* Providing root cause analysis for major outages.
* Backup configuration on Avaya UC products and Password Management on CM & System Platform.

**Higher Academic Education Details:**

Bachelor of Technology (Electronics and Communication Engineering) from HITS College under JNTUK, Eluru, Andhra Pradesh in 2013

**DECLARATION:**

I do hereby declare that the information provided above is true to the best of my knowledge.

Date :

Place : Bangalore (K.SRIKANTH)