



# Srinija Reddy Vanam

## Network Engineer

In IT Technology as Network Engineer with a year of experience and a strong grasp of SolarWinds, ServiceNow and experience in Command Center and Tools looking for a similar role and position in a progressive organization.

✉ srinijareddyvanam@gmail.com

📞 7093972282

📍 Hyderabad, India

## WORK EXPERIENCE

### Network Engineer HCL Technologies

01/2021 - 02/2022

Bangalore, India

#### Achievements/Tasks

- Responsible for monitoring, controlling and operating complex computer systems , networks , applications.
- Experience with end to end application monitoring, alerting and using tools like SolarWinds, ServiceNow , Moogsoft.
- Experience troubleshooting with Networking and Troubleshooting HTTP, TCP/IP, DNS, Routing and Switching.
- Handling Hyper care bridge and been as Incident coordinator in P1&P2 calls.
- Follow up with global support teams for incident resolution, responsible for sending all incident notifications as per agreed process.
- Manage and coordinate activities during overall ticket lifecycle.
- Continuously follow-up with support team for relevant notification.
- Update per SLA and Driver solution.
- Follow the Global Service Restoration Management Process, ensure incident timeline report created immediately after resolution
- Chair Bridge calls for effective coordination, incident resolution, service restoration

## SKILLS

ServiceNow

SolarWinds

Moogsoft

MS-OFFICE

MS-WORD

MS Excel

Problem-Solving

Quick Grasping Power

## ACHIEVEMENTS

Achieved R&R (Reward & Recognition) as Excellent Performer in Incident handling & Coordinating with all the stakeholders

## INTERESTS

Speaking

Reading

Photography

Painting

Interest

## EDUCATION

### B-Tech-CSE

Sphoorthy Engineering College, Hyderabad

08/2016 - 10/2020

Hyderabad

### Intermediate

Narayana Junior College, Hyderabad

07/2014 - 05/2016

Hyderabad

### School- ICSE

Ramadevi Public School, Hyderabad

07/2013 - 04/2014

Hyderabad