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.

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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 bride sand 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

EDUCATION

B-Tech-CSE
Sphoorthy Engineering College,Hy derabad

08/2016 - 10/2020   *Hyderabad*

Intermediate
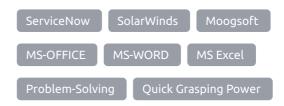Narayana Junior College, Hyderabad

07/2014 - 05/2016   *Hyderabad*

School- ICSE
Ramadevi Public School, Hyderabad

07/2013 - 04/2014   *Hyderabad*

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

CERTIFICATES

Certifies on CCNA in college campus

Worked as an intern (python Developer) at NSIC. (07/2019 - 08/2019)

Worked as an Intern in Bharat Dynamics Limited (06/2019 - 07/2019)

INTERESTS

Speaking   Reading   Photography   Painting

Interest