

CAREER OBJECTIVE

To get an opportunity where I can make the best of my potential and contribute to the success of the organization. A highly motivated individual having 3 years of work experience looking forward to harness my Individual skills and contribute towards the team success.

PROFESSIONAL WORK EXPERIENCE

Prodapt Solutions Pvt Ltd
Software Engineer

Bangalore, India | 22/2025 -present

Key Responsibilities: -

- ❖ Expertise in Major Incident Management. ?
- ❖ Having experience in Service Desk SCCD ticketing tool and Nagios Application monitoring.
- ❖ Handling customer's major issues and resolving it within SLA as per ITIL process. ?
- ❖ Handling the problem tickets to ensure the issue is permanently fixed to avoid repetition. ?
- ❖ Preparing SOP documents and getting sign off from the customer as part of project handover. ?
- ❖ Publishing the notifications to end user informing them about critical incident and progressive updates. ?
- ❖ Handling the Shift as lead and supporting the team accordingly. ?
- ❖ Managing and reporting critical and warning alerts to respective team.
- ❖ Demonstrated a strong team player mindset by actively supporting and guiding team members beyond on-call responsibilities, providing assistance wherever needed.
- ❖ Facilitated team members' skill development through Knowledge Transfer (KT) sessions, enabling them to enhance their expertise and contribute to team effectiveness.
- ❖ Taking ownership of Platinum customers escalations and working with Operations Peers to fix the problem.
- ❖ Excellent knowledge in understanding of Escalation and Monitoring from inception. Responsible and taking care of all the priority incidents logged.
- ❖ Assisting in the recovery of all P0/P1 Major incidents, maintaining appropriate reporting and notifying key stakeholders, and ensuring minimal business effects are all important tasks.
- ❖ Analyzing risk and impact and revising plans accordingly over time.

ACADEMIC QUALIFICATION

QUALIFICATION	INSTITUTION/BOARD	PERCENTAGE/CGPA	YEAR OF PASSING
Bachelor of Engineering (ECE)	GSSS Institute of technology	7.8 / 10 CGPA	2017-2021
Senior Secondary (12 th)	Alvas PUCollege	85.5%	2015-2017
Secondary (10 th)	BGS School	81.5%	2014-2015

SKILLS

Technical skills: Linux, Monitoring, SQL

Functional Skills: Multi-Tasking, Leadership, Teamwork & Collaboration, Problem Solving, Communication skill, Time Management.

ACHIEVEMENTS

Spotlight Award

Received an award for handling customer mails with prompt response by the Project Manager

PERSONAL DOSSIER

- ❖ **Date of Birth:** 13th June 1999
- ❖ **Marital Status:** Single
- ❖ **Interests:** Sports and movies
- ❖ **Languages Known:** Kannada, English

I Hereby Solemnly Declare that the above-mentioned Information is true to the best of my Knowledge and Belief.

[VARSHITHA S M]