

NAME: P. Veera Sekhara Reddy
EMAIL ID: veerasekharareddypolamreddy@gmail.com
Phone No: 7780620989

CAREER OBJECTIVE:

Highly motivated tech-support professional skilled in troubleshooting, analyzing and resolving complex technical problems, utilizing advanced resolution procedures.

PROFESSIONAL SUMMARY:

- 1+ years of experience in application support and system administration.
- Experience of source control management system GITLAB, GITHUB and Jenkins.
- Analyze and investigate problems that have been reported by users, determine root cause for the problem, document the root cause and provide a solution.
- Work closely with Development Architects/Managers & developers, across locations, to ensure timely delivery.
- Assist internal customers and co-workers and providing a high level of customer service.
- Good knowledge on Release Process like Raising Change Request on SNOW, sending announcement to users.
- Respond to support requests quickly and professionally using our client ticket tracking system (SNOW and JIRA).
- Make improvements to existing product documentation and assist in the development of internal as well as customer training materials.
- Monitor system health across our environment using Compass Monitoring Tool and respond to any alerts from the system.
- Work with application developers and our QA team to isolate customer issues.
- Good hands on to support for multiple environments and as well as communicating with different teams.
- Strong written and spoken English language skills
- Ability to operate with minimal supervision and to work well as a member of a team
- Trained new engineers in providing proactive support to customers.

SOFTWARE PROFICIENCY:

- Version Control Systems: GIT
- Testing and Maintenance
- Release Process
- Operating Systems: Windows all versions

WORK EXPERIENCE:

PERIOD	ORGANIZATION	DESIGNATION
June 2020 – Present	HCL TECHNOLOGIES	SOFTWARE ENGINEER

Project NAME	APPLICATION SUPPORT (GITLAB)
Duration	June 2020 – Present
Technology/Tools	GIT
Role	Application Support Engineer
Project Role Description	<ul style="list-style-type: none">• Administration/Maintenance experience of source control management system GIT.

	<ul style="list-style-type: none"> • Push, Pull, Clone, Merge Request, Creating projects & groups, adding members, creating protected branches etc and proving permissions to the developers for branches. • Trouble shooting login issues and different types of issues for GIT Application as user requested in the Service Now Tool. • Monitoring GITLab servers on Compass Monitoring Tool. • Good knowledge on Documentation work.
--	---

EDUCATION SUMMARY:

Pursued B.E in Computer Science and Engineering 2020 from SAISHA INSTITUTE OF TECHNICAL SCIENCE, Chennai.

PERSONAL DETAILS:

GENDER	MALE
DATE OF BIRTH	07/05/1999
LANGUAGES KNOWN	TELUGU AND ENGLISH
PERMANENT ADDRESS	2-A SRIRAM NAGAR(V), GOSPADU(MANDAL), KURNOOL(DISTRICT), AP
MARITAL STATUS	SINGLE
NATIONALITY	INDIAN

DECLARATION:

I solemnly affirm that the information submitted above is correct to the best of my Knowledge& belief.

Place: BANGALORE

POLAMREDDY VEERA SEKHARA REDDY