GNANESWAR REDDY VINTA
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Professional Summary

- Ambitious tech professional with 3+ years of experience as a Systems Engineer / Analyst at Tata Consultancy Services, focusing on L3 production system monitoring, incident analysis, Automations, Training, and enterprise IT support.
- Currently pursuing an M.Sc. in Theoretical and Computational Methods at the University of Helsinki, combining physics, computer science, data, and quantitative methods.
- Passionate about applying software, data, and cloud technologies to complex, mission-critical systems such as satellite networks and high-orbit infrastructure.
- Actively seeking work-student or early-career roles where software, data, and operations intersect, with strong motivation to contribute to innovative space, life and connectivity solutions.

Education

University of Helsinki, Finland
M.Sc. in Theoretical and Computational Methods (Ongoing)

- Focus areas: Data Science, Applied Mathematics, Machine Learning, Statistics, Human–Computer Interaction, Quantum-adjacent and computational methods.
- Developing skills in modeling complex systems, data analysis, and modern scientific computing.

Vignan's Foundation for Science, Technology and Research, India
B.Tech in Computer Science and Engineering, 2022

Professional Experience

Tata Consultancy Services (TCS), Hyderabad, India
Systems Engineer / Analyst / DevOps Engineer (Pega)
Aug 2022 – Present (Currently on Leave Without Pay)

- Provided L2–L4 support in enterprise environments, resolving user and system issues via remote and on-call channels, often under strict SLAs.
- Developed and maintained production monitoring dashboards and KPIs to track service health and performance, supporting data-driven operational decisions.
- Conducted root-cause analysis on recurring incidents, helping reduce repeat tickets and improve system reliability.

- Created internal documentation, runbooks, and training material to support knowledge sharing and process standardization across global teams.
- Collaborated with cross-functional teams (developers, ops, business stakeholders) to deliver stable, scalable solutions and improve end-to-end workflows.
- Mentored junior analysts on tools, incident handling, and best practices, improving team capability and response quality.

Skills

Programming & Data

- Python, SQL, Java, Fortran, C and actively learning other languages based on requirement
- Data analysis and visualization (Pandas, basic plotting), KPI design and reporting

Platforms & Technologies

- Cloud: Microsoft Azure, Google Cloud (Associate Cloud Engineer)
- Enterprise & Low-Code: Pega, Mendix, Salesforce
- Operating Systems: Windows, Linux, macOS
- Tooling: SCCM, Active Directory, MS Office / Excel (advanced), production monitoring tools

Concepts & Practices

- Production monitoring and observability
- Incident management and root-cause analysis
- Process improvement, documentation, and continuous improvement
- Customer-focused technical support in global environments

Soft Skills

- Strong communication (written and verbal)
- Analytical thinking and problem solving
- Mentoring and knowledge sharing
- Collaboration in diverse, cross-functional teams
- Time management and ownership mindset

Certifications

- Google Associate Cloud Engineer (ACE)
- Microsoft Azure Fundamentals
- Pega CSA, CSSA, CPDC
- Mendix Rapid Developer
- Cambridge PET & BEC Vantage
- Multiple Coursera specializations: Python, Data Science, Data Analysis, AI for Everyone, Personal Branding

Languages

- English – Fluent
- Hindi – Fluent
- Telugu – Native
- Finnish – Beginner (actively learning, targeting B1 level)

Selected Projects & Interests

- Production Data & KPI Dashboards – Designed internal KPIs and reporting to monitor service quality and improve incident response and system uptime.
- Process Optimization – Supported design of tools and documentation to streamline operational workflows and reduce friction in complex systems.
- Space, Connectivity & High-Orbit Systems (Interest) – Strong interest in how software, data, and cloud infrastructure enable high-orbit satellite constellations to deliver resilient connectivity and critical services.
- Personal Interests – Trekking, gaming, tech podcasts, and deep thinking; all reinforcing a problem-solving and curiosity-driven mindset.