**Curriculum Vitae**

**Name: SRUJANA GRACE**

**Email:[srujanagrace@gmail.com](mailto:srujanagrace@gmail.com)**

**Phone: 9885925101**

**Career Objective:**

To work as a guiding force for the development of organization in which I work. To utilize my knowledge and skill in a challenging and stimulating environment with commitment for excellence and to enhance career revenue and also to serve as a role model for others.

**Academic Profile**

* **B. Tech** from BS Institute Of Technology, Hyderabad, JNTUH in **2007** with **61.23%**.
* Passed **Certificate course on Accelerated Database and Windows Application Development** from **NIIT**.

**Professional Experience:**

Worked as **Life Insurance advisor** at **TATA AIA** from **Sep 2019**.

Worked at **Netxcell Limited** as **Senior L1 Operational Engineer** –Technical from **Mar 2016 to**

**Sep 2018.**

**Professional Experience:**

* 2.6 year of experience with Database maintenance, application support and monitoring the production servers.
* Providing 24X7 services for client expectations/deliverables.
* Monitoring of servers through Nagios core.
* Monitoring the Disk Space of all the Servers and clearing the unwanted logs.
* Maintaining of Databases of SQL server 2005/2000 and MySql.
* Experience in working with Excel.
* Providing reports and automating upon the client requirements.
* Interacting with the clients through mails and calling.
* Experience in Linux working Environment.
* Escalating to the clients if any issues during monitoring.
* General technical trouble-shooting and giving consultation to development teams.

Worked at **VoiceGate Technologies** as **Senior** **VAS Associate** from **Sep 2008 to Jul 2014**.

* Business Administration
* Interpersonal Skills & Customer Service
* Calendar Management
* Facilities Management
* Operations planning & Coordination
* Good communication, problem solving and interpersonal skills

**Responsibilities:**

* Performing general administrative functions including the scheduling of appointments and meetings.
* Managing the internal and external mail and provided telephone support for the Management team.
* Maintaining classified client details in the up-to-date filling system.
* Preparing confidential reports for the senior management for the conference as well as meetings.
* Solving disputes and complaints in a professional manner while adhering to specified guidelines.

**Technical Skills**

* **Database** : MS-Office, MS word, MS Excel, MS Access, MySQL
* **Operating system**. : WINDOWS & LINUX
* **Monitoring Tool** :Nagios
* **Utilites** : Uvncviewer, Winscp, Putty, Shell

**Strengths:**

* Adaptability to different environments and quick learning capabilities.
* Possess positive attitude.
* Accountable
* Responsible towards work.
* Enthusiast and hardworking.
* Self-Motivated and directed.

**Personal Details:**

Name : G. Srujana Grace

Father’s Name : G. Shyam Kumar

Languages Known : English, Hindi, Telugu

Permanent Address : Pragathinagar, Kukatpally, Hyderabad - 500090

**Description**

I hereby declare that the above information given is true to the best of my knowledge and belief.

**Place:** Hyderabad

**Date :**

**(G.SRUJANA GRACE)**