Name : Kanya shiva Prasad Phone : 9177955919  
  
Hyderabad Email <shivaprasado577@gmail.com>

**CAREER SUMMARY :**  
Working as technical support analyst over 4 years of hands-on experience on handling database and servers (Linux and windows ) and trouble shooting expertise on database and servers and also dealing few other tools like splunk and github . And also exploring quickly and learning product core easily .  
  
**OBJECTIVE :**  
  
Seeking to work in professionally competent workplace that encourages professionalism and will use my skills and knowledge to ensure proper administration as technical support analyst .  
  
**WORK EXPERIENCE :**  
  
Currently working as **technical support analyst** from (dec-10 -2019 to till date) in **Value labs solutions** , Hyderabad india   
  
Client : Achievers   
  
Worked as **process associate** from ( sep-05-2017 to dec-07-2019) in **Genpact** , Hyderbad india  
Job role : **Technical support analyst**   
Client : Godaddy

**JOB ROLES AND RESPONISBILITIES IN VALUE LABS :**

* Assigning the tickets from canban board and replicating the issue .
* Debugging to find out the root cause of the issue
* Exploring in database to identify the issue by writing related queries or by taking other tools help like splunk and github
* If needed taking necessary action like updating or deleting in database based on requirement in order to fix the issue.
* If the issue is related with coding we need to move ticket to devops . If it is related with database we need to fix it .   
    
    
    
    
  **JOB ROLES AND RESPONISBILITIES IN GENPACT :**
* Clarifying technical quarries on products like domains, server(Linux and windows) and SSL security.
* Replicating the issue and debugging to find the root cause of the issue .
* Exploring in customers servers to find cause of the issue .
* Support the next level team with all details of route cause and helping them to find the issue easily .
* Also dealing with products like domain , emails , ssl , and other security systems in server and help the customer to understand product easily .
* Supporting supervisors to ensure the success of their teams.

**EDUCATION QUALIFICATION :**

* Completed B.Tech(ECE) in Guru Nanak Technical Campus, JNTU, in the year (2013-2017)
* Completed intermediate (MPC) from Vasundhara Junior College, Board of Intermediate education in the year (2011-2013)
* Completed S.S.C from Disney Land Model High School, state board of secondary education in the year 2011.

**TECHNICAL SKILLS** :  
  
Skills : incident management , Technical support   
Database : oracle , mysql   
Worked on windows and linux servers

**PERSNOL DETAILS:**  
  
Name : K.Shiva Prasad

Father’s Name : K.Narasimha Rao

Date of Birth : 25-09-1995

Sex : Male

Marital Status : Un-Married

Nationality : Indian

Religion : Hindu

Languages Known : English, Hindi &amp; Telugu

Strengths : Dedication towards work and ability to work in pressure  
  
  
**DECLARATION:**

I hereby declare that all the above details furnished by me true to the best of knowledge and belief.

Place : Rangareddy (Hyd)

Date : (Shiva Prasad)