

*Vineeth Reddy Kothakapu*  
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## **PROFESSIONAL SUMMARY**

Dedicated and detail-oriented Analyst with 2 years of experience in software and technical support. Strong track record in diagnosing, troubleshooting, and resolving customer issues while delivering high customer satisfaction. Seeking to leverage analytical skills and technical expertise in a challenging Analyst role.

## **PROFESSIONAL EXPERIENCE**

HCL Technologies — Analyst (June 2022 – December 2023)

- Resolved 200+ customer tickets monthly across OS, applications, networks, and cloud environments, achieving 95% CSAT.
- Collaborated with Tier 3 and Development teams, reducing critical issue resolution time by 30%.
- Maintained detailed documentation ensuring SLA compliance and improving communication efficiency by 20%.
- Utilized ServiceNow to manage and track customer cases, streamlining resolution workflows.
- Administered Active Directory for 500+ users including provisioning, password resets, and account unlocks.
- Conducted training for team members and end-users, improving technical knowledge and adoption.

## **EDUCATION**

Central Michigan University – Mount Pleasant, Michigan  
master's in business information systems (Project Management Track)  
Expected Graduation: December 2025

## **Technical Skills:**

- Azure
- Active Directory
- ServiceNow
- Microsoft Office Suite (Excel, PowerPoint, Word, Outlook)

- Python
- Networking

**Soft Skills:**

- Strong communication
- Analytical thinking
- Organizational abilities
- Relationship management