



VISHNU.P.RAJ

TECHNICAL SUPPORT

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ABOUT ME

Transitioning to Front-end Development: A Career Shift

For almost four years, I have been part of the technical support team at Orisys India. During my time there, I have gained immense satisfaction from helping people with their technical problems and related issues.

Although I enjoy technical support, I am more interested in front-end development. I want to learn new technologies and frameworks to create user-friendly and responsive websites. I am currently seeking an opportunity to apply my skills and knowledge as a front-end developer.

My primary goal is to continue learning and growing, specifically in the field of UI and front-end development.

EDUCATION HISTORY

MSc Computer Science

BSc Electronics with Computer Hardware

WORK EXPERIENCE

Orisys India Consultancy Services
22 Feb 2020- 31 Dec 2023

- Escalated help desk tickets to Level 2 support when outside the scope of L1 technician support.
- Provide customer support via phone and ticketing systems.
- Maintaining 24 hours operations and ensure 99% uptime for the servers.

TRAINING COURSE

Completion of UI Developer Training Course at OrisysIndia Accademy for Four Months

SKILLS

- Basic knowledge of Linux Operating system.
- Installing, configuration, basic trouble shootings in ubuntu servers.
- Working knowledge of AWS - EC2
- Working knowledge in Service Now - ticket escalation.
- Proxmox
- Nagios
- Word, Excel

Web designing

- HTML
- CSS
- Bootstrap
- Mysql
- Photoshop
- Figma