Vishnuvardhan Kuragayala-Resume

Personal Summary

Name	Vishnuvardhan Kuragayala
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Internship

Worked on Shopify and Word press :Woo commerce platform as a admin role with CALI SKIN CARE,
Thailand for 8months

- Build e–commerce website using Customized templates.
- Responsible for design, the custom WordPress themes and plugins for website.
- Designed various website mock-ups. Manage the Inventory of products.
- Accountable for customizing the Font styles, colors using HTML, CSS in templates.

Professional Summary

- Qualified IT Professional with 2 .3years of experience in Capgemini
- Excellent Verbal and written communication skills- able to present information, status and issues in a clearand concise manner with goal of driving a decision.

Skills Profile

Technical

Operating System	Windows 10.Knowledge in Unix.
Environment	Windows
Database	Relational database: MySQL
Internet Tools	Jira, Confluence, Star Uml , Sts ,Eclipse, Pycharm, Sublime, Visual Studio Code, Heidi Sql, MySQL Workbench
Skills	HTML, CSS , Java script, Service now, Python
Other	Scrum, Data Modelling, Uml, Python, Manual Testing and Woo - commerce (WordPress), Knowledge on Acceptance / White box / Black box.

Functional

Management and Leadership Skills	Ability to produce realistic software schedules, Project Management, Business Analysis and Development, and New Product Development.

Professional Experience

Project: Bupa Insurance

Bupa is an international health insurance and healthcare group with millions of customers worldwide. Bupa's origins and global headquarters are in the United Kingdom. Bupa provide the services to multiple countries around the world . It is an online application that provides customer with prescription, insurance, policies in the form of web application.

<u>**Support/Developer role**</u>:

- Experienced in Problem and Incident Management.
- Worked on Client script, UI Technologies, In Bound actions and User policies.
- Experience with Configuring and developing Service-Now IT service applications (Change, Incident, Problem &Service level management)
- Assisted the Problem Management in identifying and planning for Problem Management process improvement.
- Handled issues resolutions and status updates to stakeholders independently.
- Responsible for quality of Known Error record and the Knowledge Database.
- Maintained Service level Agreement (SLA) and monitor an SLA Workflow.
- Accountable in providing services to agreed SLA's and OLA's
- Experience with working in an ITIL environment
- Experienced in working with Jira, Confluence tools
- Excellent interpersonal and communication skills

- Worked on Incidents, worked on applications and resolving the queries regarding CRM.
- Attention to detail and complex problem solving abilities from operational and technical prospective.
- Knowledge in client scripts, user policies.
- Understanding of IT service management (ITSM) and the ITIL business process
- Scheduled group chats and bridge calls effectively to resolve incidents.
- Handled conflict situations and make quick decision while driving incidents.
- Worked on Logging to all incidents and their resolution to see if there are recurring malfunctions.

- Flexible in working outside of core business hours at short notice and ready to relocate.

Certifications/ **Achievements**

OCAJP from Oracle, Diploma Certification in Uipath Organization, Looking forward to have ITSM administrator and ITILCertifications, Scored i-Upskill badge from Capgemini

Education

Degree	Coursework	University	Graduation Year	State,Country
P.G.Diploma	Computer Science& Engineering	Asian Institute Of Technology	2017	Kho long, Thailand.
B.Tech	Computer Science& Engineering	JNTU	2016	Hyderabad, India
Intermediate	MPC	Narayana Junior College	2012	Hyderabad, India