**SAI YASHWANTH LANKA**

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Career Objective:

In quest of a challenging career in an organization where I can utilize my skills and add to the growth of the company and myself.

Career Preview:

* Working as “Tech Support Associate - Network” at Tech Mahindra Ltd.
* 3.9 years of IT experience. (Two years in Networking).
* Bachelor’s degree in Electronics and communication Engineering.
* Experience summary:
  + LAN, WAN operations and maintenance.
  + Well understanding of ISO-OSI, TCP/IP Model and ability to learn quickly on new evolving network technologies.
  + VLAN, VTP, STP, HSRP, VRRP.
  + OSPF, EIGRP, static routing.
  + Palo Alto Firewalls.
  + Knowledgeable in network troubleshooting.
  + Knowledgeable in off-project management and monitoring tools/applications.
  + Experienced in well organization of tasks and documenting and report generation.
  + A good team player with excellent skills and communication to work in a team and individual environment.

Trainings & Certifications:

* Certifications:
  + CCNA Routing & Switching
  + ITIL Foundation (Tech Mahindra internal certification)
* Internal corporate training at Tech M on Networking Basics & CCNA and Service Now.
* A continuous learner by keeping an eye at future technologies such as Cloud and Network Automation.

Education:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Course | Aggregate | Duration | Institute | Board/University |
| B Tech | 68% | Jun 2010 to Apr 2014 | SAROJINI Institute of Technology | JNTUK |
| Intermediate | 71% | Apr 2008 to mar 2010 | NARAYANA Junior College | Board of Intermediate |
| SSC | 75% | Mar 2007 to Mar 2008 | VIJETHA English Medium School | Board of Secondary Edu |

Technical Knowledge:

* Networking:
  + Routing & Switching: OSPF, EIGRP, Basic BGP, static routing, VLAN, VTP, STP, HSRP, VRRP.
  + Other: DNS, DHCP, TCP/IP, NAT, PAT, IPV6.
  + Firewalls: Palo Alto.
  + LAN/WAN: Cisco ASR 1002, Cisco 3945, Cisco 4500, Cisco 9300, Cisco 3850.
* Operating system: Windows XP, Vista, 7, 8, Linux, ubuntu.
* Web Technologies: Java, SQL, HTML, CSS, Java Script, Angular JS, PHP, Python.
* MS Office, Excel, Outlook.
* Cloud: AWS.
* Tools : Service Now.

**Work Experience & Projects**

* Worked as “Tech Support Associate” at Panzer technologies PVT LTD from June-2016 to August-2017
* Working as “Tech Support Associate ” at Tech Mahindra Ltd from June’8-2018 Till Date.

**Project# 3:**

Organization : Tech Mahindra

Client : Telstra

Duration : From June-2018 – till date

Project : NOC – L1 & L2 Support

Technology/Protocols:

VLAN, VTP, STP, OSPF, DHCP, DNS, Cisco 3850, Cisco 3945, Cisco ASR 1000 Series, putty, BMC Remedy, HP NNMi, Service Now.

Description: Provides support to the LAN Network of the client. The NOC L1 & L2 support team performs basic network troubleshooting on for the tickets received from monitoring team. Handles the ISO software upgrade.

Project# 1 :

**Technical Support Specialist L1/Tier 1**

Organization : Panzer Technologies Pvt Ltd

Client : Evolusent

Duration : June 2016 to August 2017

* Supported customers with basic technical support for current and past software releases.
* Assisted clients with general support for hardware, peripherals, network connections, and external software.
* Diagnosed and resolved technical hardware and software issues involving internet connectivity, email
* Provided answers to clients by identifying problems, researching answers and guiding clients through corrective steps
* Handled trouble tickets with support interventions for urgent issues
* Identified and escalated priority issues per client specifications
* Performed PC Tune-Up's, Antivirus and Hard drive backup package installation.
* Escalated help desk tickets to Level 2 / Tier 2 support when outside the scope of L1/T1 technician support.

Project# 2 :

**Technical Support Specialist**

Organization : Teleperformance

Client : Norton Anti Virus Security

Duration : Dec 2017 to April 2018

* Gather the required information necessary in order to best handle customer software and technical inquiries
* Manage customer expectations regarding estimated response times for issue resolution
* Meet SLAs like response and resolution times by partnering within L1 and L2 Support organizations
* Extensively research and document customer technical issues
* Collaborate with Technical Support team members to properly manage customer inquiries and escalate when appropriate.
* Partner with Technical Support team members on various strategic projects when needed
* Own customer technical issues from initial report to resolution, communicating with customers regularly regarding issue status.
* Run monitoring reports for usage, performance, and/or availability.
* Document solutions for knowledge-base and bring new ideas for innovation and automation excellence into the Support team.

**Distinctive Highlights**

* Awarded Best agent award during the first month of production in Tech Mahindra.
* Focused professional who always endeavors on customer/associate delight.
* Special trait of working in pressurized situations.
* Provided multiple inputs for Process improvement & automation.
* Appreciated by clients in RNR in the month of Aug’19.

**Strengths**

* Team Player
* Hardworking
* Good and quick learner
* Strong ownership skills

**Hobbies**

* Listening to Music
* Cricket

**Personal Vitae**

Date of Birth          : 22nd August 1993

Father Name                : L Sri Rama Murthy

Languages Known      : English, Hindi and Telugu

Gender                       : Male

Marital Status              : Unmarried

Permanent Address    : Indira Nagar ,Tallabasthi, Malkajgiri Hyderabad ,Telangana

**DECLARATION**

The above mentioned information is true to the best of my knowledge.

**Date     :                                     Signature**

**Place    :**