## SOUMYA GUPTHA CHENNA

## Contact No: +91-9502124768

## E-mail: soumyagupta54@gmail.com

**Career Objectives:**

* Self-driven & result oriented individual, looking forward to play a challenging role.
* To develop and serve the company to the best of my ability.
* To make use of my skills to achieve maximum performance for professional growth.

|  |
| --- |
| **Professional Summary:** |

* Having 3 years of experience as a support executive and process associate.
* Responsible for troubleshooting computer application issues.
* Preparing FCR, SDR, Response rate and Customer survey daily reports.
* Contributed in developing Knowledge article.
* Has experience in ASP.NET.
* Has experience in Server Administration.
* Experience in managing multiple environments like *PROD, DEV*, and *ACC***.**
* Have extensively used HP Wintel for testing activities.
* Knowledge on SQL Queries.
* Provided training on EPI Server (CMS) 9 to my team in TCS.
* Gained knowledge on TABLEAU.

.

|  |
| --- |
| **Professional Experience :** |

* Working as Process Associate with Genpact from November 2017 to till date.
* Worked as Software Engineer with TCS from March 2015 to February 2016.

|  |
| --- |
| **Education :** |

* **Btech from** Gitam University in Vishakapatnam in the year 2013.

|  |
| --- |
| **Technical Skills:** |

**Operating Systems :** Linux, Windows XP, Windows server 2003.

**Technologies :** C#NET, ASP.NET, Oracle

**Others**  **:** Coca-cola Service Now (CCSN), Active Directory, Outlook, Airwatch console (Samsung, I-phone), VPN, AWS

**Certifications**   **:** Lean Certified and ITIL Trained.

**Project Details**

**Coco cola:**

|  |  |
| --- | --- |
| **Title** | Coco cola |
| **Environment** | Windows |
| **Role** | Team Member |
| **Client** | Coca Cola |
| **Tools** | CCSN, AWS, Outlook, Bomgar, Active Directory |
| **Roles & Responsibilities** | * Handled incoming calls, chats, emails, queries and troubleshooting based on end user’s query and creating high Priority incidents in Service Now tool whenever there is an Outage in TCCC applications. * Helping and guiding agents/users in installing applications, guiding user to raise service requests. * Checking with user’s account in Active Directory and helping user with password reset when required. * Troubleshooting on different applications used by the end user’s in the production field including printers, laptops, Dell tablets, VPN, Skype for Business, Microsoft Outlook and Airwatch. * Working on projects like to reduce Re-assignment Count, SLA Breach, DSAT Analysis, SDR analysis and also a part of Total Case Management. * Incident Management (Working on CCSN Service Now Incidents based on Priority and driving Incident or request to resolution). * Involved in creating Knowledge based (KB) articles and active participant in KCS -Knowledge Centered Services. * Trained agents on Coco cola tools and conducted Customer handling sessions. |

**Ericsson:**

|  |  |
| --- | --- |
| **Title** | TSIC IM |
| **Environment** | Windows |
| **Role** | Team Member |
| **Client** | Ericsson |
| **Tools** | Visual ASP,SQL Developer |
| **Description** | TSIC IM application is mainly used for Field Site Maintenance and integrating all the details of the customer like product, components and manufacturer details through Inventory Management Process. |
| **Roles & Responsibilities** | * Admin role for the application   1. Making enhancements in the code when requested by customer.  2. Solving issues as per the customer requirement.  3. Generating monthly reports.  4. Attending the monthly meetings and client calls.  5.Maintaining urls, servers and environments related to application.  6.Testing the overall application whenever required.  7.Maintaining production. development and acceptance environments in the application.  8.Performing Up gradation and Migration activities for the databases and servers in the application. |

**Achievements & Awards**

* 18 times ranked 1st in 24 months.
* C-SATS Champ of 2018

**Declaration:**

I here by declare that the above particulars are true to the best of my knowledge.

**Date:**

**Place: Hyderabad (Soumya Guptha)**