**SREEJA MANCHALA**

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Phone: +91-8247420980

**OBJECTIVE:**

To work in a healthy, innovative and challenging environment extracting the best out of me, which is conducive to learn and grow at professional as well as personal level thereby directing my future endeavors as an asset to the organization.

**KEY SKILLS & COMPETENCIES:**

* Experience of working in pressured environment to strict deadlines.
* Handled multiple requests at the same time.
* Ability to learn new software quickly.
* Effective problem-solving abilities

**QUALIFICATION:**

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| --- | --- | --- | --- | --- |
| **Qualification** | **Institute/University** | **Year of Passing** | **Specialization** | **Percentage/CGPA** |
| B. Tech | CMR College of Engineering and Technology | 2018 | Computer Science Engineering |  74.6 |
| 10+2 | SR Junior College for Girls | 2014 | MPC (Maths,physics,chemistry) |  96.2 |
| 10 | Oxford High School | 2012 | All Subjects |  9.5 |

**TECHNICAL SKILLS;**

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| --- | --- |
| **Primary Skill category** | Unix, SQL |
| **Operating System** | Windows,Linux |
| **Tools** | Putty,Kibana, New Relic, Grafana, Service Now ,Cloud watch, ECS, Jira |
| **Primary Domain Skill** | Gaming |
| **Data base** | Oracle |

**PROJECT DESCRIPTION:**

**Client: LCG at IVY Comptech (Oct 2018– Till date)**

**Role: SOC Engineer**

IVY is engaged in Software Product Development and also offers Product Management & Knowledge Process Outsourcing solutions to the online gaming industry with complete range of services in Game Design, Transaction Processing, Workflow Management, Analytics, Business Intelligence, Enterprise tools and Affiliate supports systems.

**Contribution:**

* Understand the Infrastructure of Online gaming Sites.
* Analyzing the issues that occur in production and providing timely/permanent solution by root causing the issues.
* Auto Scaling and Restarting services in AWS, JENKINS for restoring the application.
* Modifying and enhancing the shell scripts
* Skilled in monitoring the performance of IT Infrastructure, applications and services (including network, backup and storage, cloud services, datacenter, customer facing products) by different monitoring tools
* Handling scrum calls and various other in person meetings for understanding
* Incident analysis of potential intrusions, co-ordination and responding using ticketing tools like Service Now and JIRA.
* Worked on tools like Kibana, Grafana, New Relic, Icinga, Cloud watch.
* Ability to provide continuous improvement initiatives and automating recurring tasks.
* Ability to identify and contribute towards mitigating risk and collaborates with extended team for joint deliverables.
* Responsible for checking gaming applications, servers and push the site in maintenance mode during change.
* Provide support and be the channel among different third parties involved in product via e-mail, calls, slack and hangout video meetings.
* Perform restart of production and Disaster recovery weekly on servers.
* Acts as central point of contact for product related issues and manages the customer relationship from an administration perspective with minimal supervision.
* Monitoring overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction. Coordinate and manage relationships with end user that provide software and network problem resolution.
* Understanding of client’s technical environment through regular communication and business reviews; develops support plans that recognize the priorities, challenges, initiatives and potential areas for improvement.

**PERSONAL DETAILS:**

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| **Date of Birth** | 12th February,1997 |
| **Nationality** | Indian |
| **Sex** | Female |
| **Marital Status** | Single |
| **Languages Known** | English, Hindi, Telugu |
| **Permanent Address** | C/O Manchala Srinivas, Jagtial,505327 |

I hereby declare that all the information furnished above are accurate and true to the best of my knowledge.

**Date:**

**Place: Hyderabad (MANCHALA SREEJA)**