**Sri Lakshmi H** **Email:h.srilakshmi78@gmail.com**

 **Phone :** +91-9206429869

#  **Career Objective:**

Obtain a challenging leadership position and apply innovative problem solving/lean management skills with a growing company to achieve optimum utilization of its resources and maximum profits.

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##  Educational Qualifications:

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| --- | --- | --- | --- |
| **Qualification** | **Board/University** | **Year** | **Percentage** |
| B.E(TelecommunicationEngineering) | VTUAtria institute of technologyBangalore | 2016 | 53.57 |
| 2nd PUC | Karnataka state board Sahyadri PU College  Kolar | 2012 | 75.66 |
| S.S.L.C | Karnataka State BoardSt. Anne’s Convent High SchoolMulbagal  | 2010 | 75.68 |

#  **Experience:**

**NETWORK ENGINEER:**

**CSS CORP (PALO ALTO NETWORKS, SEP 2020-TILL DATE)**

* Trained on OSI Model, detailed knowledge on each layer.
* Have good knowledge on Routing and Switching.
* Basic understanding on SSL, IPsec.
* Good understanding on each routing protocol.
* Hands on experience on GNS3 and good packet analyzing skills on Wireshark.

**SPECIALIST, IT MANAGEMENT**:

**DELL INTERNATIONAL SERVICES (DEC 2019-SEP 2020)**

* Hands on experience on Ticketing tools like Servicenow.
* Interacting with Dell Users via Chat, Phone, email.
* Providing IT support for DELL Users.
* Troubleshooting on Active Directory, McAfee Security.
* Basic troubleshooting on Account Management, updating new Password and unlocking user’s account.
* Troubleshoot Outlook, VPN [example: GlobalProtect, Cisco Anyconnect, Sonic wall].
* Taking remote session on Skype, Remote connection, Screen Meet.
* Follow up with User’s based on the requirement and different L2 teams.

**TECHNICAL SOLUTIONS ENGINEEER ASSOCIATE** :

 **AKAMAI TECHNOLOGIES (DEPUTED BY RANDSTAD) JULY 2017– DEC 2O19**

## Role Description:

* Incident management, troubleshooting in basic networking knowledge of TCP/ IP protocols (IPv4/ v6, ICMP, TCP, UDP, HTTP, DNS, etc.)
* Primary role to meet the SLA targets for the tickets.
* Assigning tickets to appropriate engineer/team based on the priority of the issue.
* Verify the ticket before escalating them and reroute to the right term if it’s not technical
* Responsible for providing technical support for lower tier accounts and support level.
* Provide customers with rapid mitigation and solutions to their technical needs in the shortest amount of time.
* Good analytical and problem- solving abilities.
* Exceptional verbal and written communication skills.
* Self- motivated, detail oriented and organized.

## Application Tools:

 Hands on experience in tools like Webex, Salesforce, Queue Dispatcher, Universal Resource Cracker, and Dashboard for case Assignment.

#  **Technical Skill Set:**

* TCP/IP PROTOCOLS: Understanding of TCP/IP and OSI model, IPv4, IPV6, ICMP, UDP, TCP protocols.
* HTTP, HTTPS, DNS, DHCP, SSL.
* OPERATING SYSTEMS: Knowledge on all windows operating systems, Client. OS Microsoft Office, Web Application.

###  Awards and Credentials:

* Awarded as **EMC** **academic associate** in **cloud computing** by **EMC Education Services**.
* Member of **WE**- **With Everyone**, an initiative to bridge the gap between rural & urban standards of education using innovative technical tools & e-learning.

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###  Extra Curricular Activities:

* Participated in **Latest Trends in Wireless Technologies** workshop conducted by **AND Technologies.**
* Participated in volley ball team for Taluk level.
* Event organizer in most of school and college functions.

###  Personal Details:

**Fathers Name :** PHanumantha Reddy.

**Date of Birth :** 26th September 1994

**Nationality :** Indian

**Linguistic Capabilities :** English, Hindi, Telugu and Kannada.