

PRIYANKA JANAPALLY

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CAREER OBJECTIVE:

To be an accomplished professional in corporate life through performing the best to the people, organization and entrepreneur at large, being within the process of learning and being adaptive to all the situation.

PROFESSIONAL EXPERIENCE:

WIPRO Technologies private limited

July 2014 till Present

Working as "Project Engineer" with WIPRO Technologies (I) Pvt. Ltd currently placed in Hyderabad, **India**.

BRISTOL WATER PLC

July 2015 to till now

Roles.

- Administrator of GIS Application
- End User Computing Engineer

Responsibilities:

- Responsible for the operations L2 support.
- Responsible for flawless delivery of connectivity module with round the clock support.
- Identifying the requirement of Client and mapping the requirements from SoC(Software of compliance) and PRD(Product requirement document)
- Deep knowledge on all windows platforms and applications
- Install, Configure and troubleshoot network configuration based on TCP/IP
- Troubleshoot and resolve the issues based on VPN, Printer, Desktop, Laptop and other handheld devices of users
- Create new user profiles in Active Directory and installation of necessary software's for the user using the same.
- Working closely with the Hardware and application team and helping them in resolving issues.
- Analyzing the detailed Root Cause (RCA) documentation to the Problem Management and meeting the customer to define the Root cause of incidents with SLA frame
- Deployment of software using the automated tools and verifying the same.
- Handling Identity Access Profile through Active Directory.
- Supporting some of the major applications for day-today work
MS Office, RSA (Tokens), Remedy (Ticketing Tool), Citrix (Virtual Application Access Portal)
- Ensuring the incidents routing does not meets bottleneck and that appropriate resources have engaged to effectively investigate and diagnose critical incidents.
- Extracting and publishing the reports to the complete using Excel and other Microsoft products
- Manage all assigned tickets on a daily basis.
- Create new tickets for un-ticketed work requests.
- Resolve incidents and document the activities performed.
- Update ticket fields upon receipt (CTI's i.e. Category Type and Item)

- Update all assigned tickets on a daily basis.
- Update ticket status in ticketing tool.
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CATHOLIC HEALTH INITIATIVES

April 2014 to 2015

Roles.

- Administrator of HLS Application
- End User Computing Engineer
- User provisioning
- Identity access management

Responsibilities:

- Addresses and resolves basic incidents and requests; logs all incidents and requests; engages other service desk resources or appropriate service resources to resolve incidents that are beyond the scope of their ability or responsibility.
- Create new user profiles in Active Directory and installation of necessary software’s for the user using the same.
- Log all calls in the Service Desk Call Logging system
- Responsible for the operations on floor with doctors, physicians and patients and quality of outputs.
- Responsible for flawless delivery of connectivity module with round the clock support.
- Identifying the requirement of Client and mapping the requirements from SoC(Software of compliance) and PRD(Product requirement document)
- Working closely with the Hardware and application team and helping them in resolving issues.
- Analyzing the detailed Root Cause (RCA) documentation to the Problem Management and meeting the customer to define the Root cause of incidents with SLA frame
- Handling Identity Access Profile through Active Directory.
- Supporting some of the major application for day-today work medical PR actioners , doctors and physicians
MS Office, Bomgar (Remoting Tool), Remedy (Ticketing Tool), Citrix (Virtual Application Access Portal)
- Ensuring the incidents routing does not meets bottleneck and that appropriate resources have engaged to effectively investigate and diagnose critical incidents in order to Human Lives.
- Supporting and troubleshooting the handheld devices of medical Teams who is on rounds with patients.

KEY ACHIEVEMENTS:

- Proved to be a best Team member in Floor support operations (BristolWater PLC) and guided the team for a period of four month.
- Received special appreciation from the client side for my work by consecutively for two successful stack.

CERTIFICATE

- Information Technology Infrastructure Library(ITIL) V3 foundation certificate in IT Service Management- 2015

EDUCATIONAL QUALIFICATIONS:

Qualification	Passing Year	School/University	Board/University
B.Tech	2012	Aryabhata college of engineering and Technology, Hyderabad	JNTU, Hyderabad
XII	2008	Sri Chaitanya Junior College , Hyderabad	Board of Intermediate, A.P
X	2006	Vivekananda High school, Hyderabad	S.S.C, A.P

PERSONAL PARTICULARS:

Father: Mr. Ravinder	Sex: Female	Marital status: married
Mother: Mrs. Tirumala – Homemaker	DOB: 12/10/1990	Nationality: Indian
Languages Known: Telugu, English & Hindi	Religion: Hindu	Valid Indian Passport: Yes.

DECLARATION:

I declare that all the information given herein are true and correctly describe my qualifications, experience & myself. Date: _____ Place: _____	Sign: (Priyanka Janapally)
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