

Divya Putta

Hyderabad, Telangana

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Result-oriented professional with 2 year of experience with respect for deadlines while providing administrative and entry-level talents with the goal of proving myself and growing with the company.

- Overall 2 year experience in Incident management.
- Having 1+ year relevant experience in VM Ware and windows servers
- Hands on experience on windows server building, patching, preparing daily reports, resolving incidents
- Experience on resolving server end issue, access issues, Space issues
- Experience on .upgrading applications
- Preparing reports as per daily basis.
- Investigating and creating case for the DELL if any issues arises
- Experience on performing log analysis and analyzing the critical alerts at immediate basis.

Work Experience

Analyst

HCL Technologies

July 2019 to Present

California san francisco).

Responsibilities:

- Working in wintel Operation Center (24x7), Resolving of memory alerts, checking server
- Install applications, applied patches, and software updates for Windows servers
- Reviewed tasks, issues and recommend changes to reduce problem reoccurrences.
- Windows systems administration including installing system Security Patches
- Created, changed, and deleted the User Accounts per request.
- Install new and rebuild existing Servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
- Created virtual machines for test, PROD environment using VMware
- Performed monthly patching on all production and test servers.
- Respond promptly to incident, investigate & provide temporary &/or permanent resolution of incidents escalated. Provide timely status updates to relevant parties.
- Expected to work during off-peak hours on system activities (e.g. patching, upgrade)
- Able to work on an On-Call rotation responding to alerts within the defined SLA

Education

Bachelor of Engineering in Engineering

Malla Reddy Engineering College in the department of ECE

July 2016 to June 2019

Diploma

Vijay institute of technology and science
2013 to 2016

Board of Secondary Education

Skills / IT Skills

- Root cause analysis
- Analysis skills
- Operating systems
- Time management
- Windows
- VMWare

Languages

- telugu, english - Intermediate