**RESUME**

**Sreerama**

Objective:

Extensive experience in Operations, Project management, business analysis and communications. I am looking for a challenging role that gives an ambitious and career growth, where acquired skills and education will be utilized towards continuous success of the organization and self.

Professional Summary:

* 9+ years of experience in Technical support in Web and Client/Server based applications such as HP PPM Project and portfolio management.
* Commendable experience in providing end user support.
* Extraordinary communication skills for weekly SLA presentations to client.
* Credible experience in working with onsite teams adidas and SunTrust engagements.
* Wide range experience in running metrics and providing system test estimates for project board meetings.
* Good experience in ASPEN and Clear ticketing tool to resolve issues.
* Extensive experience in meeting SLA targets, daily basis tracking pending tickets, get solution for Technical dependencies.
* Ability to complete projects independently as well as within a team environment. Good communication skills have always been an asset in completing business venture and projects with success.
* Excellent team player with good logical reasoning ability, coordination and interpersonal skills.

Academic Profile:

* MSC (IT) From Karnataka State Open University.
* BCOM From Dr BRAOU from Hyderabad.
* DOEACC ‘A’ level from DOEACC Society, New Delhi, (Advanced diploma in IT equal to BCA).

Work Experience:

* Worked as Technology Support Specialist (11-April 2011 to 11-8-2018**) in Hyderabad, India**

Job Description:

Contributed to the Web Application Support team for **adidas** client in the role of IT Support Engineer (L2 Support).

* Worked as teaching faculty in **RELIANCE COMPUTERS PVT LTD, Bangalore.**

From: 5-1-2009 to 1-04-2011.

Job Description:

Was Teaching Manual Testing, Testing tools, C, C++, Data structures and lab assistance.

Technical Skills:

* Operating Systems : UNIX, Windows 7/8/10, Windows XP.
* Programming Languages : C, C++, Java, DBMS, RDBMS and SQL.
* Office Suites : Microsoft Office 2007/2013/2016/2019.
* Management Tools : HP PPM (Project Portfolio Management).
* Ticketing Tool : Clear and Service now.

Achievements/ workshops/Courses:

* I-STAR award for a stellar performance and critical contribution in achieving organizational goals in 2013-2014 and 2015-2016 from Infosys.
* Certificate of appreciation from client adidas project for continuous efforts in the project.
* Spot awards from SunTrust 3consecutive times.
* Scored IELTS with 6.5 Band in 2015.
* Participated in courses like Cross cultural sensitivity, active listening skills, business analytics, proposal writing, Problem solving tools.

EXPERIENCE:

**Project # 1: Loan officer**

**Organization: Infosys, Bangalore**

**Client: SunTrust**

Environment:Excel/SQL

Team size:22

Duration:2 Years (May 2011 to Jun 2013)

Database:SQL Server 2008

Roles:Senior Operations Executive

SunTrust is a leading bank in United States. My role is to verify the documents and approving the loan based on guidelines. Compare the provided data with database data, after verifying approve the loan or contact the customer for further information.

Lead team when necessary, attended client calls with managers and DM’s.

Acted as SPOC for fun, cultural, team outings and team events.

**Project # 2: Manual Tester**

**Organization: Infosys, Hyderabad**

**Client: RBS Citizen Bank**

Environment:Excel/Testing

Team size:20

Duration:1 Years (Aug 2013 to Oct 2014)

Roles:Test Analyst

The Resolve Check application is a core banking application used by Adjustment Services, Branch Cash Settlement, Research, and ACH/Check Claims to facilitate bank adjustments, customer adjustments, and customer ACH Claims, and settlement processes. The application also helps the bank to know the error resolution process of unauthorized transactions through the processing of ACH related customer claims. Helps to process adjustments, Research requests, and ACH and Check Claims.

**Project # 3: HP PPM consultant**

**Organization: Infosys, Hyderabad**

**Client: adidas**

Environment:PPM TOOL / SQL / UNIX

Team size:4

Duration:3+ Years (Dec 2014 to May 2018)

Roles:PPM Admin

HP PPM i.e. Project and Portfolio management is a global tool designed by HP.

My job here is to work on four modules Time, Demand, deploy and Project management as an admin.

I am supporting the modules and work on issues in three environments (DEV, TEST and PROD) with the help of HP team and perform patch deployments for any issue resolution. Participated in tool up gradation activities, testing and automate few routines.

**Contacts**

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**Reference** : Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com

**YouTube Video CV**

<https://www.youtube.com/channel/UCdsv_v9Czkx2Dc8bW4Bt4wA>

**View My CV on Gulfjobseeker.com CV Database**

<http://www.gulfjobseeker.com/employer/cv_database_highlighted_cv_freetocontact.php>

**Chat with me Live on Zoom**

<https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>