KOTIPALLI ARUNA SRIJA

SENIOR SYSTEMS ENGINEER

CONTACT

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EDUCATION

2017 - 2021

JAWAHARLAL NEHRU TECHNOLOGY UNIVERSITY

- **Bachelor of technology**
- CGPA : 7.1/10

SKILLS

- MS Excel
- Networking
- Servicenow
- Vmware
- MySQL
- OS Administration
- Linux operating system
- Windows server 2016

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Arabic (Basics)
- Telugu (Fluent)

PROFILE

A Senior system engineer with 2 years of experience in Operations, Installation and Commissioning, Technical Support/Troubleshooting & Client Servicing. Responsible for the installation, configuration, managing, monitoring, and Troubleshooting & Client Servicing. Ability to maintain a reliable and methodical approach to support and Documentation, Quick learner, highly motivated team player with excellent organizational and analytical skills.

WORK EXPERIENCE

Cognizant l Hyderabad
Senior Systems Engineer

2022 - 2024

- Client - The Clorox Company : The Clorox Company is an American global manufacturer and marketer of consumer and professional products. Clorox products are sold primarily through mass merchandisers, retail outlets, e-commerce channels, distributors, and medical supply providers.
- Daily duties include Monitoring the Infra support queue for all the infra and application teams.
- Assigning and creating tickets to concerned team on Service Now tool
- Data collection from ServiceNow and preparing various reports for the clients regarding the performance of all the teams in the project.
- Science Logic Map view monitoring for Network/Windows devices across different regions.
- MM(Maintenance Mode) activities – Handled various MM requests from both Apps and infra teams for patching/upgrade/maintenance activities
- Creating CPU/Memory and disk report utilization report in Science Logic
- Actioning all the alerts in critical maps for EMEA/SA/NA region on time
- Email monitoring /ticket creation for a. Windows VMware/Nutanix/hardware failure b. Windows AD replication sync status report
- Post patching disk cleanup – C drive cleanup for many Prod/Non-prod windows servers post patching
- Rebooting production and non- production servers.

CERTIFICATIONS

- CISCO CCNA 200 - 301 by Udemy
- Linux Essentials course by Cisco
- Cybersecurity at Frontlines media
- Course on computer concepts