

VENKATA NADELLA

Technical Support Engineer

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SUMMARY

I am a highly motivated Technical Support Engineer with extensive experience in troubleshooting intricate technical issues across Microsoft Azure services. I excel in managing support tickets effectively and ensuring adherence to SLAs. My analytical skills facilitate thorough root cause analysis, while my proficiency in scripting, especially PowerShell, enhances automation efforts. I can adeptly convey complex information to diverse audiences.

EXPERIENCE

Technical Support Engineer

Tata Consultancy Services

📅 10/2023 - Present 📍 Bangalore, India

Leading IT services and consulting organization

- Experience with Azure monitoring and diagnostics: Knowledge of Azure Monitor, Activity Logs, and other tools for troubleshooting and performance monitoring.
- Understanding of Active Directory Federation Services (AD FS) Familiarity with identity and access management concepts, single sign-on (SSO), and claims-based authentication.
- Profound understanding of Remote Desktop Services (RDS) Experience with Remote Desktop Session Host (RDSH) servers, Remote Desktop Gateway (RD Gateway), and Remote Desktop Services licensing.
- In-depth knowledge of VPN technologies: Familiarity with site-to-site VPNs, point-to-site VPNs, and VPN protocols (IPsec, SSTP, OpenVPN).
- Strong networking fundamentals: Thorough understanding of TCP/IP, DNS, DHCP, routing protocols, and firewalls.
- Proficiency in troubleshooting network connectivity issues: Experience with packet captures, network tracing tools, and analysing network traffic for diagnosing connectivity problems.
- Excellent written and verbal communication skills: Ability to clearly communicate technical information to both technical and non-technical audiences.

EDUCATION

Bachelor of Computer Applications

Aditya Degree college

📅 2019 - 08/2022

Intermediate

Aditya Jr.college

📅 06/2017 - 05/2019

SSC

St. Ann's

📅 06/2016 - 05/2017

STRENGTHS



Attention to Detail

Meticulous attention to detail is essential for accurate troubleshooting and documentation.



Analytical Skills

Strong analytical and problem-solving skills.



Security Awareness

Understanding of security threats, vulnerabilities, and mitigation techniques.



Communication Skills

Excellent communication skills.

KEY ACHIEVEMENTS



Outstanding Performer

Recognized for exceptional knowledge, dedication, and contribution to the team as Best all-rounder.



Star Performer

Awarded for being the Star performance of the month.



Top Performer

Top performer in quality.

SKILLS

| | | | | |
|------------------|-------------|------------------------|-----------------|-----|
| Active Directory | | Azure | DHCP | |
| DNS | firewalls | | Group Policy | |
| IPSec | IT Services | | Microsoft Azure | |
| OpenVPN | | Performance Monitoring | | |
| Powershell | | RDS | Remote Desktop | |
| Routing | ServiceNow | | SSO | tcp |
| TCP/IP | vms | VPN | | |

PASSIONS



Sports Activities

Actively participated in kabaddi and badminton tournaments.



Debates

Good command on Debates.