Alekhya Nalluri

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SUMMARY

Experienced and customer-focused Technical Support Specialist I with a proven track record of delivering exceptional desktop support in enterprise settings. With 2 years of hands-on experience, adept at efficiently troubleshooting software and hardware issues, swiftly resolving tickets, and overseeing project tasks related to system upgrades and integration. Possessing keen attention to detail, I excel in providing comprehensive technical assistance while ensuring optimal user satisfaction. Additionally, my background as a software developer brings valuable insights into problem-solving and system optimization. Armed with excellent communication skills, I am dedicated to delivering high-quality support to meet and exceed organizational objectives.

WORK EXPERIENCE

Technical Support Specialist

Freelancer   May 2020 - Jul 2022

- Provided technical assistance and support to end users via phone, email, and in-person, resolving hardware, software, and network-related issues.
- Diagnosed and troubleshooted technical problems, escalating complex issues to appropriate teams for resolution when necessary.
- Installed, configured, and maintained hardware and software systems, including operating systems, applications, and peripherals.
- Documented and tracked support tickets using ticketing systems, ensuring accurate record-keeping and timely resolution of issues.
- Conducted training sessions and created user guides to empower end users to troubleshoot common technical problems independently.
- Responded to help desk requests and provided technical support to employees, addressing issues related to desktops, laptops, printers, and mobile devices.
- Managed and maintained Active Directory accounts, user permissions, and group policies to ensure security and compliance.
- Assisted with the deployment and configuration of new hardware and software, including operating system upgrades and application installations.
- Collaborated with IT teams to implement and support IT infrastructure projects, such as network upgrades and server migrations.
- Conducted regular system maintenance tasks, including software updates, patch management, and antivirus scans, to ensure system reliability and security

Front Desk Receptionist

Missouri State University   May 2023 - Dec 2023

- Managed incoming calls and directed them to the appropriate departments or personnel, ensuring prompt resolution of inquiries.
- Handled work orders and service requests, prioritizing tasks and scheduling appointments based on urgency and availability.
- Coordinated with technical support teams to escalate and resolve issues reported by customers or employees.
- Collaborated with other administrative staff to coordinate office events, meetings, and special projects, contributing to a positive and cohesive work environment.

- Demonstrated strong communication and interpersonal skills in interactions with clients, employees, and vendors, effectively addressing their needs and concerns.

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Software Developer Intern   Sep 2021 - Jan 2022

- Collaborated with a team of developers to build and maintain web applications, including front-end and back-end development.
- Developed user-friendly and responsive interfaces using HTML, CSS, JavaScript, and React.js, ensuring optimal user experience
- Designed and implemented RESTful APIs for seamless communication between the front-end and back-end using Node.js and Express
- Utilized MySQL, MongoDB for data storage and retrieval, ensuring data consistency and integrity Conducted thorough testing and debugging, identifying and resolving issues to improve application performance and reliability
- Collaborated in an Agile environment, participating in daily stand-up meetings and utilizing version control
- systems

EDUCATION

Missouri State University	Dec 2023
Graduate Certificate, Data Science	

Missouri State University	Springfield, MO
Master's, Computer Science	Aug. 2022 - Dec. 2023
Sasi Institute of Technology And Engineering	Tadapalligudem, India
Bachelor of Technology, Information Technology	June 2018 - May 2022

SKILLS

Skilled in managing and maintaining server infrastructure, including virtual and physical servers, ensuring uptime, performance, and security. • Experienced in user and group management, including creating, modifying, and deleting user accounts, and assigning appropriate permissions and access levels. • Proficient in system installation, configuration, and troubleshooting across various platforms, including Windows, macOS, and Linux. • CSS • HTML • TypeScript • Java • Python • PHP • SQL • Git • Customer Service • System Administration • Verbal Communication • Written Communication • Windows • macOS • Linux • PowerShell • Bash • problem-solving • resolve issues • troubleshooting • system integration • system administration • Prioritization • Technical Support • ticketing systems • ServiceNow • JIRA Service Desk • Zendesk • service level agreements