Ritesh Puvvada

Guntur, AP 522002 | 916303377957 | riteshpuvvada@gmail.com | LinkedIn | Website | GitHub

Summary

I am aiming to secure a position that allows me to apply my technical proficiency, problem-solving acumen, and enthusiasm for continuous learning to contribute to an organization's success. My aspiration is to embrace a challenging role within the software industry, one that fosters innovation and creativity in a dynamic and fast-paced environment. Leveraging my existing knowledge, I seek to drive growth while adapting to evolving circumstances and harnessing opportunities for ongoing development. My suitability lies in my ability to thrive amid challenges, embrace new ideas, and consistently explore avenues for innovation in this ever-evolving field.

Experience

L2 OPERATIONS INTERN | ERICSSON INDIA GLOBAL SERVICES, NODIA | February 2023 – Present

- Collaborated with Ericsson's Service Delivery Application Platform (SDAP) unit, serving as an integral part of the One Trouble Management ops team.
- Contributed to Level 2 operations, employing precision in diagnosing and resolving complex technical issues.
- Collaborated closely with cross-functional teams to ensure seamless service continuity and customer satisfaction.
- Extensive hands-on BMC Remedy ITSM for incident management.
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
- Served as the primary point of contact for support relating to owned solutions and products.
- Met with team personnel to share details of discovered issues and recurrent custom complaints.
- Researched new tactics to better hone responses and shorten remediation times.
- Documented faults and bugs for referral to development staff for use in updates.
- Maintained response times to support business continuity.
- Explained technical information in clear terms to promote better understanding for non-technical users.
- Performed root cause analysis of reported issues to enact corrections.

FRONT-END DEVELOPER | EDUCATION 4 OL | JULY 2021 - AUGUST 2021

- Developed intuitive user interfaces using modern technologies such as JavaScript frameworks, HTML5, CSS3, and Bootstrap.
- Spearheaded the exploration of emerging technologies, providing technical guidance and innovative solutions.

Skills & Abilities

- **Programming Language**: Java, Python, Kotlin, TypeScript, JavaScript, Dart, GO, Bash, and Rust.
- **Database and Cloud Technologies**: MySQL, SQL, Neo4j, and NoSQL databases like Mongo DB, AWS, Azure, and Google Cloud.
- **Technologies**: Angular, Bootstrap, BMC Remedy ITSM, Docker, Express JS, Flask, Kubernetes, Next JS, Node, OAuth, React, Supabase, and Terraform.
- **Development Models**: Waterfall, Scrum, Iterative, Agile.
- **General skills:** Good Communication skills with confidence on public speaking, Analytical and critical thinking, Effective Time Management, Collaborative Team Management, Adaptive Problem Solving, Interdisciplinary Collaboration, and and Quick troubleshooting.

Education

BACHELOR OF TECHNOLOGY | 2019-2023 | VIT-AP

- Major: Computer Science Engineer
- **Relevant Coursework:** Unix/Linux Programming, Artificial Intelligence, Data structures and algorithms, Full Stack Development, Cyber Security, Database Management Systems

Projects

Real-Time Data Syncing Chat Application, GitHub

- This Application is build using Next JS and Supabase.
- Enabled OAuth user authentication via GitHub and Google, facilitating seamless access.
- Empowered users to post messages efficiently within the application.

Certifications

- Microsoft Certified: Azure Fundamentals, Microsoft.
- Google IT Support Specialization, Google.
- 30 days of Google Cloud program, Google.
- Virtual Experience program participant, Cisco.
- Christmas 2019 CTF, TryHackMe.

Hackathons

- TechEden Hackathon – Achieved **1st** Position.
- InnoApp Hackathon – cleared **2** rounds of hackathon.
- DEV_A_THON 2k21 Hackathon – cleared **1** round of hackathon.

Clubs

EVENT MANAGER | NULL (INFOSEC) CHAPTER VIT AP. | OCTOBER 2020 - JULY 2021

- Orchestrated diverse online hands-on sessions, enhancing leadership skills.