

# Sri Vidhya Vuyyuru

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## PROFESSIONAL SUMMARY

Detail-oriented IT Support Specialist with 4+ years of experience resolving technical issues, managing help desk operations, and delivering high-quality end-user support in fast-paced environments. Adept at troubleshooting hardware, software, and network issues while maintaining excellent customer satisfaction. Certified in ITIL Foundation - IT Service Management.

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## TECHNICAL SKILLS

Operating Systems: Windows, macOS, Linux

Tools: Active Directory, Office 365, ServiceNow, SCCM

Networking: TCP/IP, VPN, LAN/WAN, DNS, DHCP

Hardware: Printers, laptops, desktops, routers

Other: Remote support (TeamViewer, AnyDesk), Ticketing systems

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## PROFESSIONAL EXPERIENCE

### Teleperformance - Hyderabad, India IT Support Specialist

Jan 2024 - Jul 2025

- Resolved over 100+ technical tickets per week with 95% first-call resolution rate
- Provided remote and on-site support for 800+ users across 3 locations - India, Portugal, Greece.
- Managed user accounts and group policies via Active Directory
- Installed and updated enterprise software (Office 365, VPN tools)
- Collaborated with L2/L3 teams to escalate and resolve critical incidents.
- Responded to incoming help desk requests via ServiceNow
- Troubleshoot OS issues, installed drivers, and configured new workstations
- Documented common fixes and contributed to internal knowledge base

### Deloitte - Hyderabad, India IT Analyst

Jun 2022 - Jan 2024

- Provided effective solutions for VPN, O365 applications, data checks in Active Directory, networking, and Citrix Workspace using ServiceNow knowledge base.
- Addressed password, account enabling, and MFA concerns for US and USI users through phone support.
- Achieved team KPI targets consistently.

**Teleperformance - Gurgaon, India**  
**Data Analyst**

**Jul 2020 - Oct 2021**

- Documented data communication activities, including transaction logs, issues encountered, resolution steps, and installation tasks.
- Configured and deployed hardware with appropriate cabling, operating systems, and essential software for end-user readiness.
- Addressed customer questions using various communication channels via e-mail and ticketing system.
- Managed and updated user account data in SAP while ensuring compliance with established security protocols and access controls.

**Wipro - New Delhi, India**  
**Associate Analyst**

**Oct 2019 - Apr 2020**

- Supported US-based HP employees in setting up and configuring essential work tools and systems.
- Diagnosed and resolved hardware issues; escalated complex problems to higher-tier support efficiently.
- Maintained effective communication with clients to ensure issue resolution and contribute to technical and sales performance goals.

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**EDUCATION & CERTIFICATIONS**

**Bachelor of Technology**

**2011 - 2015**

Electronics And Communications Engineering  
Sri Prakash College of Technology - Rajahmundry

**Certification(s)**

**2025**

ITIL Foundation - IT Service Management

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**SOFT SKILLS**

- Effective Communication & Documentation – Clearly convey technical information and maintain accurate records
- Patience & Empathy Under Pressure – Remain calm and customer-focused in high-stress situations
- Team Collaboration – Work seamlessly with cross-functional teams to achieve shared goals
- Analytical & Problem-Solving Mindset – Approach challenges logically and develop efficient, long-term solutions

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**LANGUAGES**

- English – Proficient (Professional working proficiency)
- Hindi – Basic (Limited working proficiency)
- Telugu – Native / Fluent