

MADALA VIVEK KUMAR

SOC / NOC / DCC / Facilities Operations professional

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PROFESSIONAL SUMMARY

Results-driven NOC / DCC / Facilities Operations professional with hands-on experience in 24x7 monitoring, incident management, alarm handling, and system availability. Strong exposure to IT infrastructure monitoring, networking fundamentals, facility systems, and SLA-driven operations. Skilled in coordinating with IT, networking, and facilities teams to ensure uptime, compliance, and operational efficiency. Actively pursuing CCNA to strengthen networking expertise.

WORK EXPERIENCE

DCC / NOC / Facilities Operations Engineer
Accenture- Bengaluru,

October 2023 – Present

- Performed 24x7 monitoring of IT infrastructure, networking components, and facility systems through centralized dashboards.
- Monitored and responded to network alerts, server alerts, fire alarms, UPS alarms, CCTV failures, access control, BGU, and VAV alerts.
- Logged incidents, created tickets, and ensured timely escalation as per SOP and SLA guidelines.
- Coordinated with IT, Network, Facilities, and Vendor teams to resolve critical incidents and minimize downtime.
- Prepared daily, weekly, and monthly operational reports highlighting incidents, uptime, and health systems.
- Ensured dashboard accuracy and visibility for leadership and operational review.
- Followed compliance procedures, shift handover protocols, and documentation standards.

Data Operations / Technical Support Engineer
Airtel-Bengaluru,

May 2023- October 2023

- Supported monitoring activities for IT and facility systems.
- Assisted in troubleshooting alarms and service disruptions.
- Maintained logs, checklists, and compliance documentation.
- Focused on supporting strategic decision-making and operations.

EDUCATION

Bachelor of Engineering,

Graduated: May 2023

ELECTRONICS AND COMMUNICATION

KAMMA VARI SANGAM INSTIUTE OF TECHNOLOGY

CGPA: 8:1

SKILLS

- Surveillance & Security Systems: Genetec Security Center, CCTV/IP Camera Setup, DVR/NVR configuration, Access Control Systems, Open blue enterprise management, HVAC, Metricon, Matrikas, Fire surveillance.
- Networking: IP configuration, Router & Switch setup, LAN/WAN troubleshooting.
- Microsoft 365, Cisco Packet Tracer.
- OS Platforms: Windows, Linux.
- Strong troubleshooting and problem-solving ability.
- Monitoring Dashboards.
- Ticketing / Incident Management Tools.
- MS Excel (Reports, Trackers)

CERTIFICATIONS

- Develop Soft Skills Industry Demands in TCS ion Certificate.
- Data Analytics Job simulation Certificate.
- Google analysis certificate.
- Data Visualization with Power BI.

HONORS AND AWARDS

- Engineering Fair Award for the project detection of road potholes and speed breaker controller held at Visvesvaraya Industrial and technological museum in 2020.
- I received an internship at ATAS based on my performance in the academy and was awarded the best Intern Award for my valuable performance in the internship at ATAS.

ACADAMIC PROJECT

- IoT-Enabled Solar Energy Monitoring & Tracking System – Used Node MCU, Arduino UNO, motor driver, and sensors for solar panel tracking.
- Argo Robot for Smart Farming – Automated irrigation and soil monitoring using Node MCU, DHT11, servo motors, and water pump.
- Soldier Health & Position Tracking System – Built with Arduino UNO, GPS, GSM modules for real time tracking and monitoring.

DECLARATION

I hereby declare that the information provided above is true and accurate to the best of my knowledge.