

Vivek Lakke

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EDUCATION

Neil Gogte Institute of Technology <i>Bachelor of Engineering in Computer Science and Engineering</i>	Telangana, India 2021 – 2025
Narayana Junior College <i>Intermediate – MPC (TSBIE)</i>	Hyderabad, India 2019 – 2021

EXPERIENCE

ITSM Support Analyst (L1 → L2) <i>Tech Mahindra</i>	Feb 2024 – Present <i>Hyderabad, India</i>
- Administered BMC TrueSight Operations Management (TSOM) and Entuity to monitor hybrid/cloud infrastructure, ensuring high availability and system stability. - Performed regular health checks of monitoring tools and Patrol agents; installed, configured, and troubleshot agents on Windows/Unix servers. - Validated and cleared alerts across monitoring platforms, escalating genuine incidents and reducing false positives through effective policy management. - Configured and maintained blackout, suppression, infrastructure, and notification policies in TSOM and Entuity to optimize monitoring workflows. - Created interactive dashboards and reports in Smart Reporting, providing stakeholders with insights into incidents, performance trends, and system health. - Performed Root Cause Analysis (RCA) on recurring alerts, reducing Mean Time to Resolution (MTTR) and improving SLA compliance. - Supported onboarding and offboarding of servers/devices, managed SNMP configurations, and optimized monitoring thresholds, polling intervals, and parameters. - Automated repetitive monitoring and housekeeping tasks using shell scripts, improving operational efficiency. - Promoted from L1 to L2 within 6 months for consistently achieving SLA targets, driving process improvements, and collaborating with cross-functional IT operations teams.	

PROJECTS

AI Movie Recommendation System <i>Python, Streamlit, TMDb API, ML</i>
- Built a recommender system using cosine similarity and fuzzy matching on movie metadata. - Integrated voice search using SpeechRecognition and Google Speech API. - Enhanced UX with API integration, animations, and custom CSS.
Helmet Detection System <i>Python, OpenCV, TensorFlow/Keras</i>
- Developed CNN-based helmet detection for real-time rider classification. - Trained model with custom annotated dataset and deployed using OpenCV.

TECHNICAL SKILLS

Monitoring Tools: BMC TrueSight (TSOM), Entuity
ITSM & Frameworks: Incident Management, Change Management, Problem Management, ITIL
Programming & Databases: Java, Python, SQL, JavaScript, HTML/CSS
Frameworks & Tools: Spring Boot, REST API, Streamlit, Bootstrap, Git, TensorFlow, OpenCV
Reporting & Automation: Smart Reporting, Shell Scripting, Excel (Pivot, Charts)

CERTIFICATIONS

ITIL Foundation Certification (Tech Mahindra)
End-to-End Service Monitoring (Tech Mahindra)
AI WHITE BELT Certification (Tech Mahindra)
Java Certification (HackerRank)
SQL Certification (HackerRank)

INTERESTS

Stock Market & Futures Trading, Geopolitics, AI in Finance, Technology, Traveling
