

Tejaswi Boyapalli

Farmington Hills, Michigan, United States | btejaswi1001@gmail.com | (989) 506-9917

PROFESSIONAL SUMMARY

IT Support Engineer with 5+ years of experience supporting enterprise data centers, server, network, and mission-critical infrastructure environments. Hands-on experience with Level 1/2 support for desktops, laptops, and endpoints, equipment installation, rack-and-stack, structured cabling, physical infrastructure verification, server and network troubleshooting, hardware break/fix, Linux administration, and power and cooling infrastructure support. Experienced in performing equipment health checks, deployment validation, connectivity verification, hardware diagnostics, documenting deficiencies, and coordinating corrective actions with engineering, networking, facilities, and operations teams. Strong troubleshooting background with experience supporting production environments where reliability, safety, documentation, and operational accuracy are critical. Bachelor's degree in Electronics and Communication Engineering with a strong foundation applicable to electrical, communication, and instrumentation systems.

EDUCATION

Central Michigan University

Master of Science, *Computer Science*

Aug 2023 - May 2025

GPA: 3.6

Jawaharlal Nehru Technological University, Hyderabad

Bachelor of Engineering, *Computer Science*

Jul 2018 - Jun 2022

GPA: 3.65

SKILLS

TECHNICAL SKILLS: IT Support: Level 1/2 Support, Desktop Support, Laptop Support, Endpoint Devices, Workstation Troubleshooting, Software Installation, OS Upgrades, IT Service Lifecycle Management, ITIL Frameworks, Incident/Problem/Change Management, Data Center Operations: Rack & Stack, Server Installation, Server Deployment, Hardware Break/Fix, Equipment Installation, Asset/Server Inventory, Data Center Operations, On-Prem Infrastructure, Production Support, Physical Infrastructure: Structured Cabling, Cable Management, Cable Dressing, Cable Routing, Labeling, Equipment Placement, Rack Organization, Power Distribution, Space Planning, Cooling/Airflow, Liquid Cooling Infrastructure, Compute / Hardware: Supermicro Servers, Server Hardware Troubleshooting, CPU/Memory/Storage Diagnostics, Disk Failure Checks, Hardware Replacement, Component-Level Troubleshooting, Server Provisioning, High-Speed Networking: InfiniBand Fabric, Mellanox, Arista Hardware, Cisco, TCP/IP, DNS, DHCP, Routing, LAN/WAN Networks, Network Troubleshooting, Server Connectivity, Network Diagnostics, Linux / UNIX: Red Hat Enterprise Linux (RHEL), CentOS, Ubuntu, UNIX Administration, SSH, Linux CLI, Bash, System Logs, Disk/Filesystem Checks, Package Management, Patching, Monitoring / Operations: Server Health Monitoring, Storage Monitoring, Capacity Monitoring, Performance Analysis, Incident Response, Root-Cause Analysis, Change Management, Operational Runbooks, Virtualization / Cloud: VMware ESXi, VMware vCenter, VM Provisioning, AWS, Azure, Azure Virtual Machines, Cloud Server Environments, Google Cloud, Cloud Infrastructure, Automation / Scripting: PowerShell Scripting, Bash, Shell Scripting, Python, AWS SDK

WORK EXPERIENCE

WELLS FARGO | Senior Data Center / Infrastructure Support Engineer

May 2025 - Present

- Support enterprise data center and on-prem production infrastructure with high standards for equipment reliability, availability, safety, and operational accuracy.
- Provide Level 1/2 support for desktops, laptops, and endpoint devices, resolving workstation and software issues including installation, upgrade, and maintenance of systems.
- Perform rack-and-stack activities for server and network equipment, including rack placement, equipment installation, physical inspection, labeling, and deployment validation.
- Install, route, dress, label, and manage copper/fiber cabling while maintaining clean rack layouts and structured cable-management practices.
- Support Supermicro server platforms and troubleshoot server hardware, storage, memory, CPU, connectivity, and component failures.
- Support high-performance InfiniBand fabric environments and Mellanox networking components; troubleshoot link, adapter, port, and connectivity issues.
- Support Arista and Cisco network hardware and troubleshoot TCP/IP, DNS, DHCP, routing, LAN/WAN connectivity, and network communication problems.
- Perform advanced break/fix activities including component replacement, server recovery, hardware diagnostics, OS validation, and post-repair health checks.
- Administer Red Hat/Linux systems using SSH and command-line utilities; review system logs and monitor disk, filesystem, storage, CPU, and memory health.
- Support data center infrastructure management involving power distribution, rack space, equipment placement, airflow, cooling, and thermal conditions.
- Support liquid-cooled compute infrastructure by validating equipment condition, cooling-related alerts, connections, and operational readiness.
- Perform detailed server health checks and investigate disk failures, storage degradation, system events, and hardware alerts.
- Conduct root-cause analysis for server, hardware, network, cabling, and infrastructure incidents and coordinate corrective actions.
- Maintain detailed asset records, rack documentation, cabling information, troubleshooting procedures, runbooks, and change records.
- Work independently with engineering, networking, facilities, cybersecurity, and operations teams during deployments, maintenance, and production incidents.

Central Michigan University | Graduate Research Assistant

Dec 2023 - May 2025

- Administered Linux servers supporting research applications and infrastructure services.
- Performed Linux/UNIX system monitoring, health checks, storage management, capacity planning, and performance analysis.
- Used SSH and Linux command-line utilities to access servers, review logs, inspect filesystems, and validate system health.
- Performed disk and filesystem monitoring, storage checks, OS updates, security patching, package installation, and maintenance.
- Supported server hardware troubleshooting, network connectivity, and infrastructure maintenance activities.
- Used Python, PowerShell, and Bash to automate Linux administration, monitoring, validation, and operational tasks.
- Documented server configurations, equipment information, maintenance procedures, troubleshooting guidelines, and operational activities.

CAPITAL ONE | Infrastructure / Support Engineer

Jun 2021 - Jul 2023

- Supported large-scale enterprise data center and on-prem Windows/Linux infrastructure supporting production applications and infrastructure services.
- Performed rack-and-stack support, server deployment, equipment installation, physical inspection, labeling, and infrastructure validation.
- Performed structured cabling, cable management, cable dressing, and rack organization for server and network deployments.
- Supported Supermicro server platforms and performed hardware diagnostics, break/fix troubleshooting, component replacement, and post-repair validation.
- Supported InfiniBand fabric and Mellanox networking environments and troubleshoot high-speed server connectivity and link issues.
- Supported Arista and Cisco network hardware and resolved TCP/IP, DNS, DHCP, routing, and LAN/WAN connectivity issues.
- Configured and maintained Red Hat Linux servers; used SSH/CLI tools for log review, disk/filesystem checks, storage monitoring, and system troubleshooting.
- Performed server provisioning, OS patching, server patch management, infrastructure upgrades, configuration management, and production break/fix support.
- Supported data center power, rack space, equipment placement, airflow, and cooling requirements during deployments and maintenance.
- Supported liquid-cooled compute infrastructure and performed operational checks related to cooling, equipment health, and deployment readiness.
- Supported VMware environments, AWS infrastructure, and enterprise networking while maintaining infrastructure reliability.
- Automated infrastructure administration using PowerShell scripting, Python, Bash, and AWS SDK.
- Maintained detailed server, rack, cabling, change, operational, and disaster-recovery documentation.