

RAVI PRAKASH REDDY KAREDDY

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PROFESSIONAL SUMMARY

IT Support Engineer with proven ability to manage mission-critical infrastructure supporting up to 20 MW of IT load. Demonstrated success enforcing N+1 power and cooling redundancy, driving preventive maintenance that cut unplanned failures by 30% and consistently closing incidents within two hours. Delivered rapid server rack deployments, structured cabling projects, and Level 1/2 support for desktops, laptops, and mobile endpoints that enabled swift service provisioning while maintaining 99.99%+ uptime. Aiming to apply this expertise to sustain optimal availability and efficiency in a high-performance enterprise IT environment.

EDUCATION

Webster University

Master of Arts, Information Technology and Management

Dec 2023 - Dec 2025

Osmania University

Bachelors , Mechanical Engineering

Jul 2018 - Jul 2022

SKILLS

Programming Languages: Python

Databases: SQL

Tools & Software: Microsoft Office Suite, ticketing systems, Python, SQL, automation scripting, PowerShell scripting, operational reporting, DCIM tools (Nlyte, Sunbird, Schneider EcoStruxure), BMS & EPMS dashboards, AWS, Azure, Google Cloud, cloud server environments, server patch management, LAN/WAN networks, VPNs, switches, routers, firewalls, wireless access points, Zebra printers, Android/iOS devices, shipping and logistics tools

Soft Skills: Root cause analysis, Change management, Diagnostic testing, Documentation, Preventive maintenance

WORK EXPERIENCE

Data Center Technician

Jul 2025 - Present

TierPoint (LGA3)

- Provided Level 1/2 support for desktops, laptops, Android/iOS devices, and other endpoints, resolving workstation and software issues including installation, upgrade, and maintenance of systems.
- Managed critical infrastructure for a 20MW IT load facility, enforcing N+1 power redundancy and achieving 99.99%+ uptime across all systems.
- Deployed 30+ server racks each quarter with structured fiber and Cat6 copper cabling, precise cable management, and end-to-end connectivity validation, enabling rapid provisioning of new services.
- Resolved 15+ environmental alerts monthly by tracking power distribution, thermal output, and humidity via DCIM dashboards before issues escalated.
- Executed scheduled and reactive upkeep on UPS units, PDUs, CRAC/CRAH systems, and generators, reducing unplanned equipment failures by 30%.
- Diagnosed P2 facility issues - root cause analysis, hardware repair, and documentation - with an average closure time under 2 hours.
- Completed firmware upgrades and hardware migrations during planned windows, achieving zero production disruptions across all engagements.
- Provided multi-site on-call support for 2+ locations on 12-hour rotating shifts, using remote management tools and a ticketing system to resolve issues promptly, resulting in 95% of incidents resolved within SLA.

Data Center Network Engineer

May 2021 - May 2023

Web Werks

- Installed, configured, and decommissioned 100+ enterprise servers, storage arrays, and network devices per year, meeting 100% of SLA targets.
- Configured and troubleshoot LAN/WAN networks, VPNs, switches, routers, and wireless access points while delivering copper and fiber interconnect projects for 10+ racks per cycle.
- Achieved zero unplanned downtime over 2 years by monitoring UPS status, PDU load levels, and CRAC performance via DCIM tools.
- Replaced components - HDD/SSD, RAM, PSUs - across 200+ devices during scheduled servicing cycles, holding system availability above 98%.
- Built standardized templates for equipment records, rack elevations, and incident reports, cutting audit preparation time by 40%.