**Aarthee Ranganathan**

Perth - Western Australia

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**Workforce Planner | Seeking a Software Developer role**

Successful in my current role with strong multi-tasking skills in a faced paced Contact Centre environment.

Preferred go-to person in the team for insights, ideas, and solutions. Strong administrative skills and quick learner of new technology. After dedicating the last 10 years to raising a family, I have recently self-funded a course in Code+ and Java certification to upskill myself in Software Development. I am now fully committed to building my career as a Software Developer.

**EDUCATION:**

**Code+ Collection | Skillsoft (Currently Studying)**

* Frontend Training
* Backend Training
* ISTQB Foundation Level | CTFL
* Agile Project Management Foundation| APMG International
* ABC Scrum Master | APMG International

**Java Novice to Javanista - Aspire Journey | Skillsoft (Currently Studying)**

* Java Novice
* Java Apprentice
* Javanista

**Training** in Java, J2EE, JSP, JavaScript, HTML, UNIX, Oracle, C++ and XML, "Infosys Ltd" (2011)

**Bachelor's Degree in Computer Science & Engineering**, Hindustan University, Chennai (2010)

**CORE SKILLS:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Front End** | **Server Side** | **Backend** | **Framework** | **Source Control** | **Testing** | **Scripting** |
| HTML | Java | Oracle | Bootstrap | GIT | JIRA | Linux/Unix |
| CSS | C# | Python | Angular | SVN |  | JavaScript |

**EMPLOYMENT HISTORY:**

**Royal Automobile Club, WA**

**Workforce Planner**

**Joondalup, Western Australia - June 2017 – Present**

* Support business decisions through the preparation of timely and accurate variable forecasts in high volume contact centre, with specific focus on improving the customer experience and maximizing operational efficiencies
* Effective scheduling of coaching sessions/meetings making sure service level is maintained in a fast-paced environment.
* Maintain Rosters and recommend appropriate changes to rosters based on demand in the centre.
* Maintain spreadsheets and manage all forms of leave for the entire Centre
* Received multiple “***Good on You***” nominations from various RAC Managers & call center staff for assisting with their queries, effective scheduling within strict deadlines.
* Won the “***Employee of Quarter award for FY 20******Q4***” and Runner up for “***Employee of Quarter award for FY 20******Q3*”**
* One of 15 Finalists for “***Employee of the Year for FY 20***”

**Royal Automobile Club, WA**

**Business Reporting Analyst**

**Joondalup, Western Australia - July 2013 – May 2015**

* Prepare and Send out Statistical Reports for RAC Motoring Division on a daily, weekly, and monthly basis using numerical and graphical representation
* Performing adhoc quantitative and qualitative analysis of data from various internal and external data sources
* Providing information that help in making strategic and business planning decisions to Senior Managers
* Liaise with various Senior Managers across the RAC
* Generate reports using SAP Business Objects and manipulate in Excel using advanced Excel functions.
* Create and maintain reports in Business Objects
* Document and maintain procedures for all reports

**Infosys**

**Support Analyst**

**Chennai, Tamil Nadu - October 2010 – November 2012**

* Resolve data warehouse data issues by analyzing complex datasets.
* Provide incident management using multiple Oracle queries to fetch data.
* Experience in handling Level 3 support minor/major enhancements to existing code that demands in depth analysis of existing logic, requirements, and its impact on the business.
* Hands-on experiences with working on complex Linux and Oracle commands (procedures and functions, triggers, packages), implementing changes to existing code to fix production defects adhering to the change control process.
* Built and maintained ad hoc reports using MS Excel for various stake holders.
* Maintained the documentation for procedures and policies
* Provide KPI reports to the clients on daily basis.
* Provide 24\*7 on call support over the phone answering queries from clients, raising incidents using JIRA ticketing system and provide solutions to production issues.
* Running scripts which involve PL/SQL packages on source file to load data into database while also performing necessary operations on the data (ETL process)
* Create test cases and support functional testing for project releases and provide sign off for the same.
* Prepare audit reports, release notes, and deploy the new source code in the production environment after receiving sign off from the client/onsite team.
* Reconciliation of all environments with the latest code base from production and reconciliation of data repository.

**Projects:**

**Name: My Portfolio Project**

**Date: Jan 2023**

* **Description:** I built a portfolio for myself as a part of my completion of my first module in Code+ Learning Journey. The portfolio has Home, About, Work History and Contact Me sections.
* **Technologies Used:** HTML, CSS3, JavaScript, Bootstrap, jQuery, Visual Studio, GitHub
* **Links:**
  + GitHub: <https://aarthee22.github.io/Portfolio>
  + Portfolio: <https://aarthee22.github.io/Portfolio/Home.html>

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References available upon request