Aarthee Ranganathan

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**Education**

**Hindustan College of Engineering**

Bachelor's Degree in Computer Science & Engineering

Graduated May 2010

Awarded “Certificate of Merit” by the college for outstanding performance in academics during the year 2008-2009. Also underwent Training at "Infosys Ltd" for duration of 4 months in Java, J2EE, JSP, JavaScript, HTML, UNIX, Oracle, C++ and XML.

**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
* Review Pay files from Power BI to make sure files are good to process
* 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.
* Sense checks the data and provides accurate information to the business.
* Create and maintain reports in Business Objects
* Use of Pivot tables,lookups, graphs etc in Excel to manipulate and present data on a day to day basis in reports.
* 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 analysisof 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.

**Professional Skills**

C# .Net/Java/Javascript: Beginner

Linux/Unix: Competent

MS Visio: Beginner

C++: Intermediate

Control M Scheduler: Competent

Tortoise SVN: Competent

MS Office: Advanced

SAP Business Objects: Intermediate

Oracle 9i: Intermediate

JIRA Ticketing System: Competent

Shift Track/ NICE WFM: Competent

MS Sharepoint: Beginner