



ARAVINTH RAJENDRAN



Chennai, Tamilnadu, 603103 - 9176134623 - aravinth.indran@gmail.com

Professional Summary

Organized Team Leader with exceptional ability to build positive rapport, inspire trust and guide teams toward achievement of organizational goals. Strong facilitator adept at working cross-departmentally with co-management and top-level leadership. Excellent trainer and mentor.

Certifications:

- Oracle Certified Java Professional (OCJP)
- Python Certified Entry Level Programmer (PCEP)
- ITIL V4 FOUNDATION CERTIFICATION

Key IT Skills

- Advanced Java
- SQL
- HTML 5
- JS
- Python
- AppDynamics
- Splunk
- Remedy
- CARA
- Bamboo
- Bitbucket
- Artifactory
- Service Now
- Control-M

Key Managerial Skills

- Automation
- Horizontalization
- Shift-Left

Work Experience

Service Delivery Lead 01/2021 to Current

TCS – Chennai, India

- Built strong relationships with customers through positive attitude and attentive response.
- Mentored and guided employees in Salesforce to foster proper completion of assigned duties.
- Led team of 20 members while providing exceptional customer service.
- Trained and mentored team members to promote productivity, accuracy and commitment to friendly service.

Service Delivery Lead 02/2016 to 01/2021

TCS – Sydney, Australia

- Worked closely with the clients at Westpac Banking Corporation supporting the online banking application.
- Managed the HA (Highly Available - 100%) application without any hiccups and to fullest customer satisfaction.
- Managed the 20-member team in 3 geographical locations seamlessly and with highest productivity.
- Driven key initiatives like Automation, Horizontalization and Shift-Left strategy to improve the team efficiency and productivity

IT Analyst 01/2014 to 02/2016

TCS – Chennai, India

- Contributed to the automation and developed Process improvements to reduce 60 hours/month.
- Took the ownership of tasks and volunteered for new initiatives.
- Expressed Leadership abilities and commitment to complete the tasks assigned irrespective of the conditions and constraints.

Education

Bachelor of Technology: Information Technology, 05/2013

Sri Sairam Institute of Technology, Chennai

HSE: SRV Boys Higher Secondary School, Rasipuram, 05/2009