 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

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