## Alex Arputharaj S

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OBJECTIVE

To work in a challenging environment which allows to continue practicing and expanding my skill set and knowledge base. With analytical problem solving skills and ability to learn new tasks and concept abstractions quickly, I am willing to accept a position to professionally prove myself in an energetic and enthusiastic manner.

WORK EXPERIENCE [9 years]

* Working as Network Engineer \ IT Executive in **Rakindo Developers** from April 2012 to November 2013.

**Duties and responsibilities**

\* Maintaining network infrastructure of the organization - both onsite and offsite

\* Experience in network configuration, maintenance, crimping and handling network

related issues

\*Installation, configuration, monitoring and troubleshooting PC and related hardware

on Windows & Mac OS platforms

\* Server maintenance backup the user data’s, Antivirus server and client support and

maintenance, Firewall support and maintenance.

\* Maintenance and troubleshooting network printers and copiers

\* Familiar with IOS, Blackberry and Nokia email configurations and Epabx intercom.

\* Providing on-site and offsite customer support

\* Ensure daily and weekly data backup of users

\* Ensure Mail backup of users – Google Apps client sync with Outlook.

\* Maintenance of company website hosting, data updating.

\* Responsible for maintaining inventory records for IT peripherals

\* Maintaining log for required repairs and maintenance tasks

\* Review, approve and process quotes, requisitions and purchase orders for capital

equipments.

\* Implemented Billing software at site office – Golf Academy, Kovai.

\* Implemented CRM and merged with old data for sales and marketing.

\* Implemented HRM for employees for attendance and leave process.

* Worked as Network Engineer – Support in **Junisys Techno Services** from July 2011 to March 2012

**Duties and responsibilities**

\* Responsible for providing assistance in system and network installation

\* Configuring switches, routers and modem

\* Responsible for providing desktop system administration and support to the network

\* Interact with the clients to resolve issues

\* Responsible for monitoring IP network, responding to outages, and working closely

with other Network Operations to debug and diagnose network problems.

* Worked as System and Network Administrator in **Getcertifystore** from August 2009 to June 2011. Getcertifystore is a training provider for multinational IT companies.

**Duties and responsibilities/ Area of expertise**

\* Handled tasks such as network address assignment, assignment of routing protocols

\* Handled training networking environment by implementing and managing it

\* Handled network infrastructure devices and equipment maintenance

\* Installation of software, hardware and equipments

\* Assisted the System Administrators in their task of maintaining the company's servers.

* Worked as Developer / Tester in **“O2 Solutions”** Coimbatore from September 2007 to July 2009. O2 Solutions offers Web Solutions, Software Solutions, Search Engine Optimization, Web Hosting, and Graphic Design.

**Duties and responsibilities/ Area of expertise:**

\* Web page - Development / Support / Testing

\* Interaction with clients to determine their needs for websites

\* Created corporate web sites, portals and large-scale web applications

\* Developed and designed new web interfaces, layouts and site graphics

\* Created and Designed test web sites for sales as well as demonstration purposes

\* Developed and maintained Company Websites utilizing Dream weaver, HTML, Flash

and Photoshop

\* Performed validation of completed sites including the debugging and testing of code

\* Created icons and logos using CoralDraw and Photoshop.

* Worked as Team lead / Consultant in **“Valley Creek Software Services (India) Pvt. Ltd.”** Chennai, from May 2004 to July2007. Valley Creek Software Services (India) Pvt. Ltd. is leading software Development Company in Customer Relation Management. The company works as Offshore Team in India for US Clients. . The company offers development and Training in Siebel CRM.

**Duties and responsibilities/ Area of expertise:**

**Testing**

\* Managed a group of Testers as QA Team Lead

\* Attended status meetings all over the testing Cycle

\* Responsible for reporting the activities to Project Managers

\* Created test plan and test cases for manual testing

\* Involved in follow up of the defects with the developers

\* Responsible for entering defects in tracking tool and monitoring the status of defects

\* System testing, user acceptance testing, field level testing, unit testing and product

testing.

**Configuration:**

\* Configure Account Management Features and Develop Business Process Work Flows

\* Configure Activities, Contact, Service Request, Opportunities

\* Customize Siebel Call Center Software According to Business Model

\* Used Siebel Tools for modification & enhancement and customization of Siebel

Business Objects, Business Components and interfaces (Screens, Applets and Views),

Calculated Fields according to the client business process

\* Designed and developed new pick list components, MVG lists, links, joins and defining

several other object definitions and linking to each of the objects defined in user

interface layer in the Call Center Application

\* Configuring Application, Page tabs, Screen menus and customized Object Definitions in

the Business Object Layer in Accounts and Contact management

\* Running EIM Task after Analyzing and mapping legacy data into Siebel Interface tables

ACADEMIC RECORDS

|  |  |  |
| --- | --- | --- |
| **Year** | **Degree/Courses** | **University** |
| 2001-2004 | M.C.A | Bharathiar University |
| 1998-2001 | BSc. Computer Science | Bharathiar University |

CERTIFICATION:

**Cisco Certified** **Network Associate - Cisco ID :CSCO12118575**

KEY INITIATIVES

* Initiated & implemented the process for measuring voice of the customer. The objective was to close the gap between what the client value and what we offer.
* Initiated & implemented the process for calibration of quality events. The objective was to close the gap of variances of quality process practiced.

ACHIEVEMENTS

* Got Best Team Management award for three months in O2 Solutions.
* Got the award for the Best Team Management in Valley creek software services.
* Got the Performance award and Achievement award in Valley creek software services.

PERSONAL DETAILS

Date of Birth : 18th September 1979

Father’s Name : C Santhosam

Marital Status : Married

Language Known : English

Passport Number : E8391325

Permanent Address : “Bethel”, 37A/2, Annai Indra Nagar,

Chokkampudur, Coimbatore - 641039

Present Address : Flat No-F1, Premier Block, RC Royal Grante,

Kambar Street, Kamalam Nagar Main Road,

Thirumullaivoyal, Chennai - 600062