

# Aakash Poraith

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Date of birth	5th December 1999	Nationality	Indian
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LINKS	<a href="#">linkedin</a>
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PROFILE	Product expert, client solutions facilitator, adept at validating information, technical reference during software upgrades, and innovating tools for efficiency.
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## EMPLOYMENT HISTORY

Nov 2021 — Present	Support Analyst - SOFTWARE ENGINEER, Temenos	Chennai
	<ol style="list-style-type: none"><li><b>Understanding Product Application:</b>Possessing <b>2+ years of experience</b> in customer support and product analysis, demonstrated expertise in <b>L2 and L3 modules of a financial software product</b>, achieving a customer satisfaction rate of 96-98%.</li><li><b>Facilitating Client Queries:</b>Successfully addressed a high volume of client queries related to T24 product and its modules.</li><li><b>Updating Clients and Stakeholders:</b>Proactively communicated with over <b>100 clients</b> and stakeholders, utilizing knowledge gained from product analysis and resolving the issues logged in quick time.</li><li><b>Information Validation and Collection:</b>Validated and collected information from <b>more than 100 clients</b> regarding different core, L2 and L3 modules in T24, drawing on experience in product analysis to ensure a comprehensive understanding of issues and needs.</li><li><b>Technical Reference Point:</b>Served as the primary technical reference point during <b>5 major software implementations and upgrades</b> for the financial software product, guiding teams with expertise acquired from working on <b>L2 and L3 modules</b>, all while effectively handling escalations.</li><li><b>Tool Development/Enhancement:</b>Developed and enhanced tools, resulting in a <b>20% reduction in analysis time</b> for customer queries related to T24 product modules and contributing to the improvement of customer experience.</li></ol>	
Aug 2021 — Oct 2021	Programmer Analyst Trainee, Cognizant	Chennai
	• Trainee	

## EDUCATION

Aug 2017 — May 2021	Bachelor of Engineering in Computer Science, Rajalakshmi Engineering College	Chennai
	CGPA: 8.67 First Class with Distinction	
Mar 2016 — Mar 2017	Secondary Education, Balalok Matriculation Higher Secondary School	Chennai
	95.33%	
Mar 2014 — Mar 2015	SSLC,, Balalok Matriculation Higher Secondary School	Chennai
	96.8%	

SKILLS	Microsoft Excel	Communication Skills
	Client Interaction	Customer Support
	Python	Product Analysis
	SQL	MongoDB
	Effective Time Management	BigData
	Adaptability	L2 & L3 Support
	Microsoft Office	

LANGUAGES	English	Tamil
	Malayalam	Hindi
HOBBIES	Table Tennis: Regularly engage in table tennis to foster teamwork, strategic thinking, and physical well-being.	
	Yoga: Dedicated practitioner of yoga, promoting mindfulness and a healthy work-life balance.	
	Singing (Carnatic): A passionate singer with over 10 years of experience in Carnatic music. Demonstrated commitment, discipline, and perseverance in honing musical skills, reflecting positively on personal and professional endeavors.	
VOLUNTEERING	Emergency Response Team, Temenos	Chennai
	Specialized in various skills for the ERT like firefighting techniques, building evacuation procedures and medical emergencies.	
	Symposium, Rajalakshmi Engineering College	Chennai
	Symposium, Rajalakshmi Engineering College • Volunteer - College symposium in the finance department.	
	Cricket, Temenos	Temenos Hyderabad
	Volunteered as a medium paced bowler, bringing enthusiasm and skill to the team. Participated in multiple tournaments, contributing to the team's success through precise bowling and teamwork.	
COURSES	Structured Query Language - PostgreSQL, Udemy	
	Udemy AWS Technical Essentials 2021 - Ultimate-Training Program, Udemy	
	Excel Skills for Business: Essentials, Coursera	
	AI For Everyone - Andrew NG, Coursera	
	Zen - Data Engineer , Guvi	
PROJECTS	Covid 19 and World Happiness Report using-Numpy and Pandas	
	Survey data on the well-being of thousands of individuals across 26 countries revealing how the coronavirus pandemic is impacting people's satisfaction with life.	
	Resource Allocation Model for Disaster Relief-Operations	
	This project is started to address the difficult certainty by presenting the idea of need measures for requests. In such a way, the positioning of the regions dependent on resources necessary for a catastrophe situation. The system handles Resources for the affected populace and optimal Resource Allocation.	
	Youtube Data Harvesting and Warehousing using SQL, MongoDB and Streamlit	

A stream lit application that interacts with the YouTube Data API, MongoDB and MySQL to retrieve, store and visualize data for YouTube channels and their corresponding videos.