‍‍Meiyappan Palaniappan

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Summary of Qualifications:

* Over 10+ Years of Experience in **Infrastructure Management** as **Technical Analyst**
* Hands on Experience in **Active Directory** and ticketing tools like **BMC Remedy, Service Now and Sales Force CRM.**
* Extensive Knowledge in **Requirements Gathering** and **Pattern Analysis** to predict Data flow and Business Trends
* Has Experience Working on Predicting the **Technical Feasibility** of New Projects in terms of **Hardware and Configuration Requirements**
* Handling Deployment of Software’s, Updates and Group Policies through **SMS** and **SCCM** Consoles.
* **Knowledge on MySql, MS Access, UML Workflow design** and **Reporting Tools.**
* Experience with **MS Visio** and **Business Intelligence Tools**
* Worked in **Microsoft Exchange** Server Admin tasks and handled all **User Admin** Privileges
* Completed **ITIL V3** Foundation Certification.
* Ability to handle multiple crisis situations/Outages concurrently, Handling **Priority Issues** with **Severe Impact**.
* Has Experience Doing **Quality Audits** on the resolutions provided to the Users.

Core Competencies:

* Quality/Technical Analyst
* Project Management
* Business Contingency planning
* Administering Business Apps and Major Incident handling
* Migration of Projects/ Project Transition
* Developing Technical manual/documentation

Education

California University of Management and Sciences, Anaheim, CA

MS – CIS Computer information system | Completed jun 2017

KLN College of engineering, Madurai, india

**MCA – MASTERS IN COMPUTER APPLICATION | COMPLETED MAY 2007**

LOYOLA COLLEGE, CHENNAI, INDIA

**B.COM – BACHELORS IN COMMERCE | COMPLETED MAY 2003**

Professional Experience

**SKILLS GLOBAL LLC, WOODLAND HILLS, CA | TECHNICAL ANALYST | JAN 2019 – Present**

* Was the **SPOC** (Single Point of Contact) for all IT Issues reported by Users of our ABA Software
* Provided Internal Technical support to all Business and **ABA** Software used by Therapists for Treatment of Autistic Kids.
* Handled Calls/Emails/Chats from Users as per **HIPPA** Compliance as it was a healthcare domain
* Administrator for following Apps : **JIRA, Salesforce, Office365, Zendesk, Max UC Softphone, Time Trade, Calendly, Zoom, Airtable, Asana**
* Testing Mobile Apps before every sprint release
* Submitting and Validating the feasibility of all enhancement requests to developers
* Providing Hardware and Software support to all Internal employees and also setting up their new user accounts

WOLFCOM Technologies, Pasadena, ca| Technical executive| June 2017 – DEC 2019

* Deploying the **Evidence Management software** to Law enforcement agencies by delivering it through **Virtual machines**.
* Working with Law Enforcement Agencies by **customizing** the Digital Evidence Management System after collecting the requirements from client based on their work flow and Needs
* Managing all Technical issues in terms of **hardware, Software and Storage solutions**
* Creating and Managing Customer Accounts in **Sales Force.**
* **On call support** to Police Officers and other security and detective agencies by troubleshooting problems with Evidence Management Software, Body cameras, Storage Database, Retention Policies, Storage Servers and In-car Systems.
* Providing Demo to Customers who are on Trial Period by giving them an in-depth **presentation** on the Evidence Management Software and answering all queries.
* Ticketing Tool used currently is Salesforce. Remote Tool : Team Viewer.
* Converting Leads to Opportunities and thereby interacting with Potential customers to know their needs to create business for us and regularly following up with existing customers to get their reviews and recommendations on the products
* Regular Maintenance and Deployment of Patches to all clients periodically by remoting into the Virtual Machines whenever a new update is released to the product.

TCS, Chennai, iNDIA| TECHNICAL ANALYST | Jul 2011 – Nov 2014

* Was Part of the L2 Tech support team providing enterprise support to Telstra which has a user base of more than 37000 employees.
* Resolving the **Escalation** cases reported by client and stakeholders.
* Handling **Major Incidents** and creation of problem tickets and to follow them with all support teams till the resolution
* Scheduled Bi-weekly **Meetings with Stake holders** to review project performance
* Formulated **Business Contingency plan** and also handled trial runs on regular basis
* Handled several Transition projects from scratch till getting sign off in key documents such as **KPI** and **SLA** agreements with the clients.
* Assisting with all **User Admin activities** such as creation of a new user, home drive and file share access, setting up exchange mailbox and handling telecom systems.
* Involved in **Performance Testing** activities on new applications and handled configuration testing for running new applications in terms of hardware and resources required to run it.

Ma Foi Consultants | Senior Associate | MAR 2010 – Jun 2011

* Provided Global Exchange mobility support with **Blackberry, IOS, Android and Windows Active Sync PDA** devices
* Managing all user accounts, access privileges through **file servers, Exchange Server and Active Directory**
* **Implemented IT Transition projects** to provide remote services from offshore office
* Assisting remote users by troubleshooting issues with **Citrix** and **VPN** Networks
* Being part of L2 team, Managing the cases escalated by L1 team and documenting the fix in **knowledge base**
* Creating and review Technical Documents like **Standard Operating Procedures**, Technical Guides and Manuals and involved in SharePoint maintenance.
* Frequently coming up with new mechanism and ideas to reduce the turnaround time on recurring issues and frequently reported ones.
* Organizing Bridge calls with support teams in case of Incidents with high priority
* Proposing **new process improvements** from time to time and educating all Junior Techs regarding the same.
* Performing **DSAT** (Dissatisfied customers) Report analysis and sending it to manager

MAERSK, CHENNAI, INDIA | tECHNICAL ASSOCIATE | DEC 2007 – MAR2010

* Troubleshoot all Desktop/Server related Issues related to Exchange Server and **IT Security** Ops.
* Handling all **printer** related issues including the Mainframe printers
* Deploy Software through **SMS/SCCM** and apply patch on periodical basis to all client systems
* Assisting with maintenance of both hardware and software inventory and handling all **IMAC** Requests.
* Providing all application level support and assisting the super users of all applications.
* **Training** the Junior Analysts in a systemized manner
* **Perform audit reports** on the issues handled and analyzing the quality of resolution provided

I hereby assure that the above stated information is true to the best of my knowledge and belief.

Meiyappan Palaniappan