

## Resume of "GNANA PRAKASH"

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### Objective

To work in a challenging environment which provides me a key participation, team orientated tasks and career growth along with the growth of the organization.

### Professional Experience

S.No	Company	Designation	Domain	Experience
1	Awign Enterprises Pvt Ltd	Associate Product Manager	SQL, Ruby, API's, Python, Freshdesk, JIRA	1 Year
2	Awign Enterprises Pvt Ltd	Product Solution Engineer	SQL, Ruby, API's, Python, Freshdesk	1 Year

#### 1) Awign Enterprises Pvt Ltd (Jan 2023 to Nov 2023)

**Role:** Associate Product Manager

##### Responsibilities:

- Managed and maintained MySQL databases, ensuring optimal performance, reliability, and security.
- Resolving SQL, Ruby related issues and internal team requirements through ticketing System and providing resolution within agreed SLAs based on Severity.
- Collaborated with the development team to address API issues promptly, ensuring a seamless user experience.
- Provided technical support and troubleshooting the SQL, Ruby related issues during the Project implementation phase.
- Successfully identified and resolved critical API issues, contributing to a reduction in post-production defects.
- Utilized Ruby scripts for data migration and transformation during the platform upgrade, minimizing data integrity issues.
- Managed customer inquiries and support requests using Freshdesk, ensuring timely and effective resolution.
- Administered the Freshdesk ticketing system, categorizing, and prioritizing tickets based on urgency and complexity.
- Provided on-call support for database-related emergencies and participated in root cause analysis for incidents.
- Defined product enhancements and reported product roadmaps and progress to senior management.
- Recognized for resolving critical database issues promptly and maintaining an uptime for critical applications.
- Received "GEM" award for being an exceptional leader and leading the team to great heights.

## 2) Awign Enterprises Private Limited (Dec 2021 to Dec 2022)

**Role:** Product solution Engineer

### Responsibilities:

- Worked alongside internal business partners to compile requirements, build prototypes and design complex solutions to current and expected software demands.
- Debugged SQL applications to resolve logical and programming issues.
- Collected and reviewed data to analyze system capabilities and development requirements.
- Developed and maintained technical documentation for customer solutions.
- Analyzed customer requirements to create custom software solutions.
- Tested and evaluated new technologies to identify potential improvements.
- Maintained knowledge of industry trends and best practices related to software engineering.
- Provided training and support to customer regarding product usage and troubleshooting techniques.
- Created detailed reports outlining project progress, timeline estimates, resource allocations.

### Skills

- MYSQL, Ruby, Atlassian JIRA, Microsoft office, Python, Windows/Linux (OS), Freshdesk, API Testing, MongoDB.

### Qualification

Qualification	Board/University	Year of passing
Bachelor of Engineering	Angel college of Engineering and Technology, Anna University	2015

### Personal Information

**Languages Known:** English, Tamil

**Nationality:** India

### Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

(GNANAPRAKASH)