

Jeyaraman R

Technical Analyst

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Driven and adaptable professional with 1.6 years of experience as a Data Entry Specialist in the ITES industry, followed by a successful transition to a Technical Analyst role in IT. Now equipped with a solid foundation in technical analysis and a passion for software development, I am seeking a challenging position as a Software Developer. With my strong analytical mindset, attention to detail, and determination to continuously learn and grow, I aim to contribute to the development of innovative software solutions while leveraging my skills acquired in previous support roles.

EMPLOYMENT HISTORY

Technical Analyst ► HCL Tech, Chennai

Feb 2022 - Present

Project: ED-Tech

Client: HCL TSS

Scope: Performing system analysis and troubleshooting to identify and resolve system-related issues, Ensuring optimal performance and availability of cloud infrastructure and services.

Roles and Responsibilities:

- Successfully resolved and mitigated technical issues, resulting in a significant reduction in system downtime and improved overall user satisfaction.
- Provided exceptional technical support to end-users, consistently exceeding service level agreements (SLAs)
- Develop and deliver technical training sessions for end-users, empowering them to effectively utilize system functionalities and maximize their productivity.
- Provide technical guidance and support to junior team members, offering training and mentoring to enhance their skills and contribute to their professional development.
- Developed and maintained comprehensive documentation of technical procedures, troubleshooting steps, and solutions, ensuring accurate and accessible information for future reference and knowledge sharing.
- Monitor and optimize cloud infrastructure, including virtual machines, storage, and networking resources, to ensure high availability and performance.

Jr. Associate ► SBL Knowledge Services Limited, Madurai

Feb 2020 - Sep 2021

Project: 1921

Client: SBL Knowledge Services Limited

Scope: Performing accurate and efficient data entry tasks, ensuring the timely and precise input of Information into computer systems or databases.

Roles and Responsibilities:

- Enter and update data into computer systems with high precision and attention to detail, ensuring accuracy and completeness of information.
- Verify the accuracy of data by comparing it with source documents, detecting and correcting any errors or inconsistencies.
- Meet deadlines and productivity targets by efficiently processing and entering large volumes of data within specified timeframes.
- Prepare and generate reports, spreadsheets, and other documents based on the entered data, following established formats and guidelines.
- Identify opportunities to streamline data entry processes, suggest and implement enhancements to increase efficiency, accuracy, and productivity.

COURSES

Python- Besant Technologies.

2022

TECHNICAL SKILLS

Programming Languages

- Python
- Mysql
- Html
- Css

Projects

- <https://jey-project-html.000webhostapp.com/>
- https://github.com/Jeyaraman-R/First_Project/blob/main/project.py
- https://www.hackerrank.com/ramjeya1996?hr_r=1 -Hacker Rank Profile

EDUCATION

B.E (EIE) ► St. Joseph's College of Engineering, Chennai (2014-2018) 5.99CGPA

Awards & Honors: Ball Badminton

- Zone: Winners (2015-16) (2016-17) (2017-18)
- Inter Zone: Winners (2015-16) (2016-17) & Third (2017-18)
- Others: Played for Anna University (2016-17) (3rd Position), Bertram Tournament (2015) (2017) Winners

Higher Secondary (Comp-Math) ► T.V.K.Corp.Hr.Sec.School, Madurai (2013-2014) 75.66%

SSLC ► T.V.K.Corp.Hr.Sec.School, Madurai (2012-2013) 80.6%

Awards & Honors: Ball Badminton

- Zone: Winners (2009-10) (2010-11) (2011-12) (2012-13) (2013-14)
- District: Winners (2009-10) (2010-11) (2011-12) (2012-13) (2013-14)
- Division: Runners-up (2010-11) (2012-13) (2013-14) & Winners (2011-12)

LANGUAGES

Tamil | English