

Kailash Ramchandra

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Summary

Dedicated and skilled professional with 4 years of experience at ThermoFisher client working as administrator. Demonstrated ability to manage responsibilities efficiently, adapt to new challenges, and contribute to team goals. Experienced in handling the ERP, PO portal and monitoring the cases with a proven record of delivering quality outcomes. Seeking to leverage expertise and grow further in a dynamic organization.

Technical Skills

- ERP Applications.
- Salesforce.
- Masterpack.
- JD Edwards (E1).
- Portal Management.
- Data Extraction.
- Case Management.
- Reporting Support.

Experience

Client: Thermo Fisher Scientific

Role: Application Support Analyst / ERP & CRM Specialist

Experience: 4 Years

Project Description:

Worked as part of the IT operations and application support team for Thermo Fisher Scientific, providing end-to-end support for ERP systems, Salesforce, and multiple internal portals. Ensured business continuity through efficient issue resolution, data handling, and cross-functional collaboration.

Key Responsibilities:

- Managed and provided hands-on support for the **ERP application**, ensuring seamless daily operations and troubleshooting user issues.
- Worked extensively on the **Salesforce platform**, handling case assignments and providing **daily status updates** to the project stakeholders.
- Administered and supported **multiple business portals**, ensuring smooth functionality and timely issue resolution.
- Extracted and analyzed data from **Masterpack** and **JD Edwards (E1)** applications to support reporting and business decisions.
- Collaborated with the **banking team**, offering additional support and contributing to the automation and streamlining of finance-related processes.
- Maintained accurate documentation, tracked service requests, and ensured timely resolution in alignment with SLA requirements.

Skills Developed in Cloud(AWS/GCP)

- Gained hands-on experience with **AWS (Amazon Web Services)** and **GCP (Google Cloud Platform)** through online labs and practical exercises.
- Deployed and managed virtual machines using **AWS EC2** and **GCP Compute Engine** for testing and learning purposes.
- Configured **load balancers** on AWS and GCP to distribute traffic across multiple instances, ensuring high availability and fault tolerance.
- Set up and configured **cloud storage** using Amazon S3 and Google Cloud Storage with appropriate access controls.
- Learned to manage user roles and permissions using **IAM (Identity and Access Management)** on both platforms.
- Studied basic **DevOps** practices, including **CI/CD pipelines**, cloud monitoring, and infrastructure best practices.
- Has basic knowledge of **Docker** and **Kubernetes architecture**.

Education

B.E - Dr. Ambedkar Institute of Technology, Bangalore
CGPA – 8.00

2016-2020