

Kannan Thukkamuthu

Professional Summary

Office Administration professional experienced in Mail Operations, Hardware and Software. Brings skills in troubleshooting, knowledge of Postal Operations, Network systems and background with Computer Science and Management. Looking to put knowledge and abilities to good use in technical position focused on meeting team goals.

Accomplishments

- Actively executed the various technology SAP ERP roll outs in India Post Mail operations, Postal Banking and Postal Life Insurance portal migrations in the Anna Road Head Post Office, Chennai.
- Mentored the end level users of the organization by carrying out training on the new technology and assist the staffs with all technical guidance and attention in detail in delivering their duties.
- Achieved a revenue of about 130 million INR to Department of Posts by the timely data migration and updating of 100,000 pay recovery life insurance policies.

Work History

India Post – POSTAL ASSISTANT – SYSTEM MANAGER

Anna Road Head Post Office, Chennai, Tamil Nadu, India

03/2015 – 08/2023

- Served as main point of contact for Technical assistance in day to day functioning of the Head Post office, Mail operations, Banking and Insurance.
- Hardware and Network Troubleshooting, Service Ticket escalation to clients.
- SAP functions (HR, Payroll and Daily accounts) and reconciliation of GLs.
- Service, Data Backup, Preservation and Recovery

Kompos Media Private Limited – ANIMATOR TRAINEE

Tirunelveli, Tamil Nadu, India

06/2013-12/2013

- Worked in the production of Animation and Image retouching
- 2D videos for education institutes which involved Image retouching using Adobe Photoshop and Adobe After-Effects

Amazon Development Centre India Pvt Ltd – CONTENT ASSOCIATE

Chennai, Tamil Nadu, India

11/2011 - 07/2012

- Delivered the role of Quality Assurance and Auditing of E-books for Amazon Kindle.
- Involved in the team for the launch of Amazon Kindle E-books in Japanese language.

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📍 Scarborough, Toronto , ON, M1L 3E9

Skills

- Positive Attitude
- Problem solving techniques
- Willingness to learn
- Attention to Detail
- Mail Operations and Management
- Customer & Campaign Management
- End user technical support
- Team Player
- Reports generation and analysis
- Excellent Customer Service
- Multi-Tasking
- Time Management
- Office & System Administration

Computer Proficiency

- Microsoft Office Suite
- Operating System – Mac & Windows
- SQL/MongoDB
- POS Transactions
- Adobe Photoshop & After Effects
- SAP ERP

Languages

- English – Fluent
- Tamil – Native Speaker

Education

2023-2025 **CENTENNIAL COLLEGE, Progress Avenue, Canada - Software Engineering Technology-Artificial Intelligence**

2014-2016 **ANNAMALAI UNIVERSITY**

Tamilnadu, India

M.B.A: Finance Management

2007-2011 **ERODE SENGUNTHAR ENGINEERING COLLEGE, Tamil Nadu, India**

Bachelor of Engineering (B.E: Computer Science and Engineering)