Nishanth Thiyakarajan

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Skills

Languages: C/C++, Python, SQL.

Applications, Technologies & Tools: Linux, XML, Infor, ShopFloor Online, Goliath, QFS Menu, MS Server 2018, Citrix, ServiceNow, Clarity PPM, GitHub, Oracle PL/SQL, SharePoint, Wiki, Power BI, Tableau, Office 365, PuTTY, WinSCP, FileZillla.

Softwares: Adobe (PhotoShop, Illustrator, InDesign, Lightroom, AfterEffects, Premiere Pro, Media Encoder).

Work Experience

AgileServ Solutions (Client - Visy Industries), Coimbatore (Remote)   **Jun 2023 – Present**

Application Technical Support Analyst

- Providing support and performing troubleshooting activities for over 10+ applications, ensuring customer satisfaction and resolving technical issues effectively to maintain the data accuracy.
- Responsibly overseeing the functionality of the SOFL - ShopFloor Online (Quality Check) application to ensure uninterrupted production and testing of food cans, beverage cans, and plastics. Promptly resolving any issues that may arise, ensuring a seamless workflow and preventing disruptions.
- Offering support for Goliath (Application used for glass production), ensuring optimal performance and checking properties such as hot-end, cold-end, and job-change processes.
- As a member of the development team, assisted in creating skeleton of a webpage using HTML and CSS, deployed the code to GitHub Master Repository, and contributed to the development of reports in the web application and provisioning client access based on their roles.
- Utilized ServiceNOW as a ticketing tool to effectively handle and resolve more than 200 assigned tickets in just 11 months, ensuring prompt resolution of issues. This contributed to a notable 10% improvement in on-time issue resolution.
- Provided remote desktop support to assist clients with installing production line applications on factory computers.
- Successfully managed and maintained the QFS Menu and links, serving as a centralized repository for web applications. This included ensuring that customer access was granted according to their specific requests through the QFS menu.
- Responsible for server maintenance and services and ensuring that all application data is properly processed and stored in the database.
- Maintaining a proper backup of all the data prepared on a daily basis.
- Accountable for managing the data flow within the production line computers situated in the plants, which are connected to the instruments responsible for reading machine data.

Tata Consultancy Services (Client – BT Group), Chennai (On-Site)   **May 2021 - Jun 2023**

Software Development Engineer – Application Support Engineer

- Assisted in maintaining the Database and Data Warehouse of Clarity PPM (V7.1) application and extracted reports using SQL/PLSQL queries.
- Communicating with the client team on a daily basis by sharing updates/progress etc.
- Creating Reports and Jobs (Ad hoc) for Clients/Other Teams in Clarity PPM (V7.1).
- Troubleshooting various issues in daily reports and coming up with a perfect solution so that it does not repeat also share the same with the team.
- Hands-on experience navigating and operating within Unix systems, proficient in executing tasks.
- Skilled in monitoring script execution through log analysis and resolving script-related issues using Putty and WinSCP for effective troubleshooting.
- Proficient in daily Unix operations for efficient task execution, including adept job scheduling for streamlined workflows.
- Raised 20+ Change Requests with the accurate details of the application and get the CAB Clearance to Implement the change in the respected application/database with 100% accuracy.
- Created the Projects requested by the Clients by using the XML files and did the xogging for some projects that need to be updated forcefully in Clarity PPM (V7.1).

- Mentored new engineers by answering technical questions, escalating cases, and teaching detailed process development
- Enabling automated scalability based on workload demands and improving the logging and troubleshooting capabilities.

Education

Kongu Engineering College, Erode   **Aug 2017 – Apr 2021**

B.E. in Computer Science and Engineering   **CGPA: 7.6/10**

- **Relevant Coursework:** Object-Oriented Programming, Databases, Discrete Maths, Data Structures and Algorithms, Operating Systems, Computer Networks, Machine Learning, Information Retrieval, Image Processing.

Achievements / Other Activities

- Won Best Performer for Month of Nov, Dec 2022 and Mar 2023 in TCS, Chennai.
- District Runner (2019) in Kabaddi U-19 Team of my college held at PSG College, Coimbatore.
- Department Secretory (CSI) for the year 2020-2021.
- Active NSS Volunteer from 2016.

Awards and Certificates

- Completed **ITIL & ITSM** Certification.
- Completed **Incident Management** Certification on Pluralsight.
- Completed the Course on **Scrum Master Fundamentals** in Pluralsight.